

Government of India

**MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS**

**Compilation of Administrative Orders/ Instructions
issued by different Directorate and Divisions of
Department of Posts
2024**

**Issued by:
PO Division, Department of Posts
Dak Bhawan
New Delhi-110001.**

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PO ORDER – PO/01/2024

**F. No. 01-01/2024-PO
Government of India
Ministry of Communications
Department of Posts
(PO Division)**

Dak Bhawan, Sansad Marg
New Delhi – 110 001
Dated: 16.12.2024

Subject: Administrative instructions in respect of certain regulations of the Post Office Regulations, 2024 – reg.

The Post Office Act, 2024 (Act), an Act to consolidate and amend the law relating to Post Office in India, came into force w.e.f. 18.06.2024, thereby repealing the erstwhile IPO Act, 1898. The subordinate legislations under the new Act i.e. the Post Office Rules, 2024 & the Post Office Regulations, 2024 will come into force w.e.f. 16th December, 2024. These sets of subordinate legislations, after implementation, will replace the existing IPO Rules, 1933.

2. The PO Regulations, 2024 has references which enable to make administrative orders for implementation of these Regulations. The administrative instructions referred in the regulations related to PO Division, are as under. These instructions will come into force w.e.f. date of implementation of Rules and Regulations.

(A) Manner of dealing with the previously used postage stamp, fraudulently or with intent to cause loss to the Government, if detected on an item: - Regulation 9(2) of the Post Office Regulations 2024 provides for manner of dealing with the previously used postage stamps, fraudulently or with intent to cause loss to the Government, if detected on an item. The manner of dealing with such stamps shall be as under: -

“(1) If a previously used postage stamp, from which, however, no attempt has been made to remove the marks of obliteration, is detected on an item already posted, or if a service stamp, from which no attempt has been made to remove the letters denoting service, is detected on a private item posted, the stamp shall be ignored.

In either case, the item shall be chargeable with the postage to which it thus becomes liable and shall then be forwarded to destination with a remark on it stating the reason for the charge, a note of the occurrence being made in the error book in

the case of post offices or in the note book in the case of mail offices. If an item, bearing such stamps which have to be ignored, is handed in at the window, it shall be returned to the person who presented it, with the remark that a previously used postage stamp, or a service stamp affixed on a private item, cannot be recognised in payment of postage or any other charge.

(2) Postage stamps, whether adhesive, embossed, impressed or printed, which have been: -

- (a) defaced, obliterated, or marked (e.g. impressed with a rubber or other stamp, or bearing pen marks or writing of any kind, or having anything printed on them otherwise than by the authority of Government),
- (b) separated from embossed envelopes, postcards or wrappers,
- (c) torn or cut, or
- (d) otherwise rendered imperfect,

shall not be recognised in payment of postage or any postal fees. Such stamps when found affixed to an item, shall not be defaced but a remark stating why they have been ignored shall be written on the item.

Note 1: There is no prohibition, however, against the use, for the payment of postage or postal fees, of postage stamps perforated with initials or other identifying marks traced in minute holes.

Note 2: Postage stamps shall be affixed on an item by the sender of the item or his messenger and, in no case, by the Officials of the Department."

(B) Acceptance of item(s), addressed to certain authorities without name and complete address of the sender: - Regulation 20 of the Post Office Regulations 2024 provides for acceptance of item(s), addressed to such authorities and with such superscription on the envelope, without name and complete address of the sender, for transmission by post. Such authorities and superscription on the envelope shall be as under: -

"Any item, addressed to the CVC as well as CVOs, posted with the superscription "Complaint under the Public Interest Disclosure" or "PIDPI Complaint" on the outside of the envelope of the item, may be accepted for transmission by post, without the name and complete address of the sender.

Note: "PIDPI" shall be entered against the name and address field of the sender at the time of booking of items through the software (system)."

(C) Conditions related to Post Box and Post Bag: - Regulation 46 (2) and Regulation 47 (2) of the Post Office Regulations 2024 provides for issuance of conditions related to the post box and the post bag respectively which are as under: -

POST BOX

"(1) The Post Offices at which Post Box is available, shall be determined by the Head of Circle.

Application Process:

(2) (a) The applicant shall make an application prescribed by the Head of the Circle, stating the exact nature of the business and furnish full particulars of his business address.

(b) In case of change in business address, customer shall invariably inform the Postmaster concerned regarding the change within seven days of such change. In the event of his failure to do so, the post box is liable to be withdrawn without notice or without any reason being assigned.

(c) The Department reserves the right to withdraw the post box without notice or without any reason being assigned, in case of wrong information furnished in the application or misuse of the post box.

Renewal:

(3) Application for the renewal of the allotment of a post box shall be made to the Postmaster concerned at least 15 days before the expiry of the period for allotment.

Items to be delivered:

(4) Only fully prepaid unaccountable items addressed to the customer or c/o customer in whose name the post box stands registered, shall be delivered through post box bearing post box number.

Provided accountable items may also be delivered through post box if customer made a written request for the same to the postmaster concerned. Such delivery shall deem to be delivery to the addressee.

Manner of payment of fee and other charges:

(5) (a) The prescribed fee shall be paid in advance along with the application for allotment of a post box or for renewal thereof. Such fee shall, in no case, be refunded or adjusted.

(b) (i) A security deposit, as determined by the Head of the Circle, shall be paid on the allotment of a post box. Such deposit shall not be adjusted in whole or in part against the deposit or the fee due in respect of any other post box.

(ii) If the key of the lock, lock or both is lost, damaged or not in working condition, the customer shall bring the matter to the notice of the postmaster concerned within 7 days and credit the cost of repairing or replacing lock, key of the lock or both, failing which the deposit made by him shall be forfeited. On crediting of the cost, customer shall be supplied with a new lock, key or both, as the case may be, by the Postmaster.

(iii) If the lock and key of post box are not surrendered by the customer to the Postmaster concerned at least 15 days before the expiry date of the period of allotment or the allotment of the box is not renewed within the aforesaid period, the security deposit shall be forfeited.

Period of allotment:

(6) The period of allotment of a post box commences from the first day of month in which the post box is allotted and the period of renewal of allotment commences from the first day of the month immediately succeeding the period of previous allotment.

Clearance of Post Box:

(7) (a) At the time of allotment of Post Box, Postmaster shall provide a delivery ticket, bearing same number as that allotted to the post box and is not transferable, to the customer which will be produced on demand.

(b) Customer may clear allotted post box at any time during the business hours of the post office.

(c) (i) Where any item addressed to a post box number cannot, in view of its size or for want of space in the box, be placed therein, the Postmaster shall arrange an intimation slip to this effect to be placed in the post box and the item will be kept in the delivery department.

(ii) On the customer or his messenger presenting the intimation slip together with the delivery ticket, the item shall be handed over to him.

(d) When a customer does not clear his post box on account of any reason, items addressed to the post box shall be delivered to him or his messenger during the hours prescribed for window delivery on the presentation of the delivery ticket.

(e) If the customer of a post box does not clear it for a week, a notice shall be sent by the Postmaster by registered post; and when the items are not cleared even after this notice, they will be delivered through the postman if the items bear the address of the customer or he has given instructions to this effect. If for any reasons the items cannot be delivered through the postman, they will be treated as undeliverable and disposed of in the manner prescribed for such items.

(f) The post box holders who receive a large quantity of mail which cannot be conveniently put into the post box may avail of an additional post box on the same terms and conditions but with the same post box number so that the entire mail may be placed inside post box instead of keeping a portion of the mail under or above or away from the Post Box cabinet.

Manner of addressing on items:

(8) (a) For ensuring correct delivery the customer should arrange –

(i) that items for delivery through the post box are addressed to him in the following manner, the full postal address also appearing as far as possible: -

A. B. C.

Post Box No.....

Post office of Delivery.....

Postal Index Number (PIN)

(ii) that he has a postal address in the delivery zone of the particular post office where he has been allotted a post box.

(b) The items addressed to such customer without post box number shall not be delivered through post box.

Surrender of Post Box:

(9) (a) When a post box is no longer required by a customer, he is required to surrender the lock and key to the Postmaster and the latter thereafter will arrange to refund to him the deposit after satisfying about the working condition of the key.

(b) No refund of security deposit will be granted if the lock and key at the time of surrender are not in working conditions.

POST BAG

(10) (a) The system of delivery of items in a bag, which along with a lock and duplicate key is to be supplied by the customer, is available at all delivery post offices, whether post box system is available there or not.

(b) The foregoing provisions relating to the post boxes shall apply mutatis mutandis to the post bags, except in the following respects: -

(i) locked post bags with the items placed inside the bag is handed over to the customer or his messenger over the counter on the production of the delivery ticket during the hours prescribed for making window delivery;

(ii) these bags with the exception of those allotment in combination with post box same number may be used by the customer for dispatching to the post office fully prepaid items for posting."

(D) Procedure to make an official mark on item(s) denoting that any postage or other sum is due or that has been refused or rejected or unclaimed, or cannot for any other reason be delivered: - Regulation 70 (3) of the Post Office Regulations 2024 provides for procedure to make an official mark on item(s) denoting that any postage or other sum is due or that has been refused or rejected or unclaimed, or cannot for any other reason be delivered. The said procedure shall be as under: -

"(1) Item(s) denoting that any postage or other sum is due:

The procedure to make official mark on item(s) denoting that any postage or other sum is due, is mentioned in regulation 59 and 60.

(2) Item(s) denoting that has been refused or rejected or unclaimed, or cannot for any other reason be delivered:

(a) In case of item(s) being refused or rejected or unclaimed or cannot for any other reason be delivered to the addressee, action may be taken as mentioned in regulation 66 and details of which is circulated vide PO Order-MO/01/2024 issued by MO Division.

(b) In case of the item being undelivered to the sender for any reason, the cause of non-delivery shall be clearly marked on them with red ink, and the entries should be initialled and dated by the Postmaster or Supervisor marking them. In marking the cause of non-delivery, one of the terms included in the list prescribed by the Department shall be used according to the circumstances of the case, and it should be written legibly on the address-side of the item. Such item shall then be sent to the Returned Letter Office (RLO) concerned."

(E) Terms and conditions of periodical post: - Regulation 94 of the Post Office Regulations, 2024 provides for terms and conditions of periodical post which are as under: -

"The weight of a periodical post shall not exceed 5 kilograms."

(F) Administrative and operative guidelines related to Registered Newspaper: - Regulation 95 (2) of the Post Office Regulations 2024 provides for the administrative and operative guidelines related to registered newspaper which are as under: -

"(1) As per the Press and Registration of Periodicals Act, 2023, newspaper is defined as under: -

"newspaper" means a periodical of loose-folded sheets usually printed on newsprint and brought out daily or at least once in a week, containing information on current events, public news or comments on public news.

Conditions:

(2) (a) Newspaper shall have printed on it legibly the name of the printer, place of printing, name of editor, publisher and place of publication.

(b) The full postage in respect of posting of the newspaper shall be prepaid unless the newspaper is exempted from prepayment of postage by a valid license. Printing of such license number along with the words "WPP" as prefix to the license number below the postal registration number, shall be mandatory for posting newspaper without pre-payment of postage.

(c) The newspaper shall bear in print in any convenient place either on first or last page, the word "Registered" followed by the postal registration number in such a manner that it is legible and visible without difficulty.

(d) The date of the publication of the newspaper shall be printed on its first or last page.

(e) The name of office of posting shall be printed mandatorily at convenient place in the back page top left corner of newspaper in such a manner that it is clearly visible.

(f) The newspaper shall be posted at a place specified in application for postal registration, by its owner, manager or publisher on such day(s) of the week not exceeding seven days which may have been specified by him at the time of application for postal registration or at any time subsequent thereto subject to that it does not violate the conditions for the newspaper.

Provided that in case the date of posting is a Sunday or a gazetted holiday, facility of posting registered newspapers shall be available on the succeeding working day.

Provided that a prior intimation of two days shall be given to the Postmaster concerned in case any change is desired in the dates or days of posting so specified or in case of inability to publish and posting the newspaper at any occasion or continuously for a specific period.

Provided further that the requirement of two days' prior intimation may be waived off by the Head of the Division or Independent Gazetted Postmaster, if he is satisfied that the owner, manager, publisher or agent could not adhere to it for the reasons beyond his control.

Provided also that the number of days or dates on which an issue can be posted shall be altered with the prior approval of the Head of Division or Independent Gazetted Postmaster.

Provided further that a newspaper shall, in no case, be published and posted less than half of its issues in a calendar year.

(g) A publisher is allowed to post newspapers at a place outside the jurisdiction of the Registering Authority. Permission for such posting will be granted by the Head of Circle/Head of Region concerned under whose jurisdiction the requested place of posting lies after satisfying himself about the genuineness of original postal registration from the Registration Authority.

(h) The publisher may post copies more than number of copies authorized to be posted only if two days' prior intimation, in writing, is given to the postmaster concerned. No objection will be raised, if the number of copies posted is less than the number of copies authorized to be posted.

(i) Every copy or bundle of copies of the newspaper shall be posted without a wrapper or with a wrapper open at both ends which can be easily removed for examination by post office or in an unfastened envelope, provided that the postal registration marks must be clearly visible without removing the wrapper or envelope.

(j) There shall be no word printed in the newspaper after its publication or upon the cover (if any) thereof, nor shall any writing or mark be made upon it or upon the cover (if any) thereof, except the name, address, contact number (mobile/telephone number), email address and subscription/customer identification number of the person to whom it is sent, and, in the case of packets containing more than one copy of the newspaper the number of copies of the newspaper enclosed and if desired the subscribers number and the name and address of the newspaper or of the sender and a reference to any place in the newspaper to which the attention of the addressee is directed by means of stamp or seal impression containing the words "marked copy".

Provided that Barcode, QR Code or any other mark which contains information in respect of sender or addressee shall only be permissible.

Provided further that such marks/codes shall not contain any intrinsic value and (or) shall not be used for any commercial purpose.

(k) There shall be no paper or thing enclosed in or with any such newspaper other than an extra supplement to the newspaper which should also be in the accordance with the definition of the newspaper as mentioned in THE PRESS AND REGISTRATION OF PERIODICALS ACT, 2023.

(l) The registered newspaper, which may not be delivered for any reason, will be returned to the sender (publisher/editor/owner). The sender (publisher/editor/owner) will collect the returned copy from the office of posting in case of delivery Post Office or from the delivery post office mapped with the office of posting which will be decided by the concerned Head of Circle or Head of Region, as the case may be, failing which may lead to discontinuation of the facility of posting.

(m) The weight of a registered newspaper, either single copy or packet, shall not exceed 5 kilograms.

(3) The miscellaneous conditions for registered newspaper are as under:

(a) The multiple postal registration of newspapers in different location of publication are permitted subject to such multiple registration numbers.

(b) A change in the name of publisher/owner/editor of a newspaper shall not automatically lead to infringement of conditions of posting registered newspaper

provided a written request, specifying the change(s), is made before the Head of Division or the independent Gazetted Postmaster accompanied by an evidence to the effect that he/she has applied for revised RNI certificate, and copy of latest issue of newspaper to substantiate such change(s). A fresh RNI Certificate with the change in name of publisher/owner/editor is required to be submitted within a period of six months from the date of change in name of publisher/owner/editor, failing which publisher shall not be allowed to post newspaper as registered newspaper. However, in case of publications of Central Government/ State Government, Local Government, Public Sector Undertakings (PSUs) and Statutory Bodies, Director General may relax the period for submitting such RNI Certificate beyond six months.

(c) In cases of change in title of the newspaper, place of publication within or beyond the jurisdiction of the current registration authority ownership of a newspaper a fresh registration shall be required by due procedure.

(d) The newspaper must have some price and its printing on newspaper is mandatory.

Provided that price and its printing on the newspaper shall not be mandatory on the newspaper(s) published by Ministries/Departments under the Government of India only.

(e) In case of change in the price of newspaper, publisher is required to submit a written request for incorporating the revised price explicitly stating the new price accompanied by a copy of the latest issue of the periodical to substantiate the change.

(4) Nothing in the above conditions shall be deemed to prevent newspapers from being transmitted by post, either singly or otherwise, at the rates and under the conditions prescribed for periodicals and if a newspaper sought to be transmitted by post as a registered newspaper fails to comply with any of the conditions of a registered newspaper, it shall be transmitted at the rates of periodicals and under the said conditions.

Process of Postal Registration:

(5) (a) An application for the first postal registration of a newspaper for transmission by post as registered newspaper shall be made by the owner or publisher, with the authorisation of the owner, in the form prescribed along with two copies of the latest issue of the newspaper, and a copy of valid certificate of registration issued by the Press Registrar General.

(b) Head of the Division or Independent Gazetted Postmaster under whose jurisdiction it is to be posted, shall grant the postal registration to a newspaper as "Registered

Newspaper" after satisfying himself with the correctness of the relevant documents and that the provisions of The Press and Registration of Periodicals Act, 2023 are fulfilled and shall adhere with the conditions prescribed in the PO Regulations, 2024.

(c) Postal registration shall be granted to a newspaper within 30 days from the receipt of application form.

Renewal of Postal Registration as Registered Newspaper:

(6) (a) The first postal registration shall remain in force till 31st December of the third calendar year following that in which it was effected. Every subsequent renewal of postal registration shall remain in force for three calendar years.

(b) Application for renewal of postal registration shall be made so as to reach the officer concerned at least three months before the date of expiry of the existing postal registration and shall be accompanied by two copies of the latest issue of the publication of the newspaper.

(c) A late fee of fifty rupees shall be charged for each application for renewal received later than the last working day of the third calendar month preceding the last month of the period of previous registration.

(d) When the application for renewal is received after the date of expiry of the previous registration, a late fee of one hundred rupees shall be charged with such application.

(e) Renewal shall only be granted if the conditions of newspaper as mentioned in the Press and Registration of Periodicals Act, 2023 are fulfilled.

(f) Postal registration of a newspaper shall be renewed within 15 days from the receipt of application form.

Posting of newspapers without prepayment of postage:

(7) (a) A separate license apart from the postal registration shall be mandatory for transmission of newspaper by post without pre-payment of postage. Such license shall be granted by the concerned Head of Circle/ Head of Region under whose jurisdiction it is published.

(b) The owner or publisher who intends to post more than 500 copies of registered newspapers at a time, is, by a valid licence, eligible to post newspapers without affixing postage confined to Registered Newspapers.

(c) Application of license for posting registered newspaper without pre-payment of postage (WPP) is required to be made in the prescribed form before the Head of the Region or Head of the Circle, furnishing the following particulars:

(i) The average number of

1) single copies of the newspaper and

2) packets containing more than one copy per issue of the paper posted each time.

(ii) Average weight of

1) a single copy of the paper and

2) a packet containing more than one copy of the paper, to be posted each time.

(iii) Postage payable on a single copy and

(iv) the average postage payable on each packet containing more than one copy of the paper to be posted each time.

(v) Total amount of average postage on all the papers (single copies and packets) which would be posted each time.

(vi) The number of days in a week on which the papers would be posted.

(d) A security amount, which is equivalent to the total approximate postage payable by a registered newspaper in a month, may be deposited in cash in a Post Office Savings, or may be covered by a guarantee from any nationalised Bank.

(e) After the amount of the security is deposited, a licence shall be issued by the Head of the Circle or Head of the Region authorizing posting of the newspaper without prepayment within 30 days in case of new license and within 15 days in case of renewal of license, under the following conditions: -

(i) The Newspaper should be handed over at the window of the office or offices and on such day(s) of the week as have been specified in the order sanctioning its registration.

(ii) The licensee should arrange to print the licence number along with the word 'WPP' as prefix to the license number below the postal registration number printed on the paper. Printing of such license number along with the word "WPP" as prefix to the license number, shall be mandatory for posting newspaper without pre-payment of postage.

(f) The licence shall be deemed to be annulled as soon as the postal registration of the newspaper expires. Application for the renewal of the licence should, therefore, be made at the same time as application for renewal of postal registration.

(g) The copies of the newspaper should be handed over at the window along with an invoice in duplicate in the form prescribed for the purpose showing the details of the posting. After comparing the entries with the copies posted, one copy of duly signed and date stamped invoice will be returned.

(h) The amount of postage due on all postings shall be adjusted twice a month on the 16th for posting between the 1st and 15th of the month and 1st of the following month in respect of the postings from the 16th to the end of the month.

(i) Based on the invoices relating to the postings during the prescribed period, a bill containing total amount of postage payable shall be prepared by the Post Office or the Mail Office and will be given to the licensee on 16th and 1st of each month.

(j) The payment of the bill shall be made by the licensee at the Post Office indicated in the bill within 7 days from the receipt of the bill, failing which may lead to cancellation of the license by the Authority empowered to grant such license.

(k) In the event of non-payment of a bill within a fortnight following the fortnight to which the bill relates, the posting of the paper without prepayment of postage will immediately be stopped and the licence deemed to have been cancelled. The Head of the Circle or the Head of the Region shall recover the amount due upto that date from the security deposit held by the post office and may also, if necessary, take action to recover any outstanding amount under the provisions of the Post Office Act, 2023.

(l) The licence, on being terminated, may be renewed by the Head of the Circle or Head of the Region at his discretion on such terms and conditions as he may think fit to impose.

(m) If at any time, it is found that the security deposit or the bank guarantee provided is less than the payment for the preceding month, the licensee shall, if called upon to do so, increase the security deposit or bank guarantee, as the case may be, in order to cover the increased amount. In case of failure to do so, the Head of the Circle or Head of the Region is empowered to cancel the licence.

(n) The licence is revocable (on seven days' previous notice in writing) at the discretion of the Head of the Circle or Head of the Region without assigning any reason whatsoever for the same.

(o) If any dispute arises as to the effect of the licence or with regard to any matter arising therefrom, the same should be referred for a decision to the Member (Operations), whose decision shall be final.

Cancellation of Postal Registration:

(8) (a) The Head of Division or the independent Gazetted Postmaster, empowered to grant postal registration of a newspaper, under whose jurisdiction the newspaper is posted or sought to be posted, may cancel or refuse the postal registration of a newspaper: -

(i) when the provisions of THE PRESS AND REGISTRATION OF PERIODICALS ACT, 2023 do not continue to be fulfilled, or

(ii) as soon as any directions received from any competent Government authority.

(b) In case the publisher is dissatisfied with the decision of Registering Authority, an appeal may be made before Director Postal Services/Head of Region concerned."

(G) Items which may be tendered for registration: - Regulation 132 (1) of the Post Office Regulations 2024 provides for the items which may be tendered for registration on payment of a fee for registration. The said items shall be as under: -

"Postcards, Letters, Letter Cards, Book Post, India Post Parcels, Speed Post Parcels, Speed Post Documents, Blind Literature Packet, Periodical Post and Newspapers prepaid with postage may be tendered for registration at any post office."

(H) Instructions regarding transmission of service money order: - Regulation 145 (5) of the Post Office Regulations 2024 provides for instructions under which service money order shall be transmitted free of charge. The instructions shall be as under: -

"Service Money Orders of any amount may, after mandatory authorisation by the Postmaster, be booked for the official purpose of the Department to make payment to (a) customers in respect of compensation or any other payment; (b) employees; and (c) any other person in respect of rent of post office building and other payment, as deemed fit by Head of the Circle."

(I) Money Order Form: - Regulation 148 (1) of the Post Office Regulations 2024 provides for the manner of booking of money order by filling a form. Money Order booking

form and payment form shall be as provided at **ANNEXURE A** and **ANNEXURE B** respectively.

(J) Manner of verification of the payee of a Money order in special circumstances:

- Regulation 150 (2) of the Post Office Regulations 2024 provides for the manner of verification of the payee of a Money order in case of minor or illiterate or his physical or mental condition is such rendering him incapable of providing acquittance of having received the money. The said instructions shall be as under: -

"(1) Payments of MO addressed to minors: Payment of MO shall be made to: -

(a) the parent or lawful guardian, if the minor is under years of discretion and living with them.

(b) the person under whose care and custody, the minor is for the time being in the presence of a resident witness who should be required to attest it with his signature, if the minor is under years of discretion and is not living with his parent or guardian and the parent or guardian cannot be ascertained.

(2) Payment of MO addressed to illiterate: Payment of MO shall be made to illiterate payee only after obtaining his thumb-impression, seal or other mark on the receipt in the presence of a resident witness who shall be required to attest it with his signature.

(3) Payment of MO addressed to a payee, physical condition of whom is such rendering him incapable of providing acquittance of having received the money: Payment of MO shall be made to the payee only after a responsible person with whom such a person resides, signs the receipt in the presence of a resident witness who shall be required to attest it with his signature.

(4) Payment of MO addressed to a payee, mental condition of whom is such rendering him incapable of providing acquittance of having received the money i.e. lunatics: if the lunatic is proven to the satisfaction of delivery person, payment of MO shall be made to the manager who has been appointed for the Administration of his estates.

In the cases other than as mentioned above, such as non-availability of such manager, admission to any institute, hospital, etc., the MO shall be returned to the remitter under proper advice.

Note: - The expression "lunatic" shall be someone who is unable to manage his affairs or has an unsound mind."

(K) Usage of franking machine, authority for issuance of license, conditions, procedure of working, recharging, checking etc.:- Regulation 176 (1), (4) and (9) of the Post Office Regulations 2024 provides for usage of franking machine, authority for issuance of license, conditions, procedure of working, recharging, checking etc. in respect of franking machines. The said instructions shall be as under: -

(1) Regulation 176 (1):

"The vendors and models of the franking machines authorised by Director General, shall only be used for franking an appropriate postage value on the items: -

Vendors	Model No.
M/s Pitney Bowes India Pvt. Ltd.	DM 100 i
	DM 130 i
	DM 140 i
M/s Quadient Solutions India Pvt. Ltd.	IJ25
	IJ40, IJ50
	IJ70, IJ80, IJ90, IJ110
	IS350, IS420, IS440, IS480

Note: Model No. IS350, IS420, IS440, IS480 of M/s Quadient Solutions India Pvt. Ltd. shall not be procured by Department of Posts.

(2) Regulation 176 (4):

"Fee for issuance of license shall be Rs. 375."

(3) Regulation 176 (9):

"The conditions, procedure of working, recharging, checking etc. in respect of franking machine (RMFM) shall be as mentioned in the operating procedure of franking machines issued vide letter no. 9-6/2007-PO (Pt) dated 27.04.2012 (copy enclosed)."

3. These instructions become effective w.e.f. date of implementation of the PO Regulations, 2024 and shall be applicable henceforth.

4. This issues with the approval of Director General Postal Services.


(Vivek Kumar Daksh)
DDG(PO)

To,

All Heads of Circles/Regions

Copy to: -

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to Director General
3. Sr. PPS/PPS/PS to the Members of Postal Services Board
4. Addl. Director General, APS, New Delhi
5. CGM, BD/Parcel Directorate/ CGM CEPT
6. Sr. DDG (Vigilance) & CVO/ Sr. DDG (PAF)
7. Director, RAKNPA/ GM, CEPT/ Directors of all PTCs
8. All PAOs



ANNEXURE A

Department of Posts
Money Order Booking Form

Dated:.....

(Name of Booking Post Office.....)

Remitter Address:

Name
House No./Street
Village/Dist./City
State
PIN Code
Mobile No.

I intend to pay Rs..... (in figure)
..... (in words) through MO
to the following payee;

Payee Address:

Name
House No./Street
Village/Dist./City
State
PIN Code
Mobile No.

Give the relevant option for Message Code (See on Reverse):

Message Code: ☐ ☐

(Name and signature of Remitter)

FOR OFFICE USE ONLY

Amount of Remittance
Commission
Total

(Space for pasting MO receipt)

Signature of MO PA

Authorised for remittance

Oblong Stamp

(Signature)
CPM/SPM/DPM/APM

Message Codes for Money Order

Code	Description
1	Money for treatment of illness
2	Wish you speedy recovery
3	Money for payment of loan
4	Money for your admission
5	Wish you success in your study
6	Money for your books
7	Hearty congratulation on success in examination
8	Confirm receipt of Money Order
9	Do not waste money, use cautiously
10	I am ok, write about your well being
11	Humble offering to the Lord
12	If you need more money, let me know
13	Happy birthday, get a gift of your choice
14	Shagun for marriage
15	Shagun for thread ceremony
16	Id Mubarak
17	Humble offering for Rakhi
18	Humble offering on Bhai Dooj
19	Humble offering on thread ceremony
20	Shagun on Grehapravesh
21	Happy Wedding anniversary, get a gift of your choice
22	RTI Charges
23	Others

**Department of Posts
(Money Order Payment Form)**

Message:

-----Postman to detach here-----

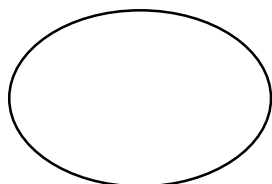
Remitter's Name and Address

Payee's Name and Address

Redirect From:

Reason:

MO NUMBER:



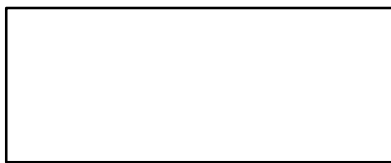
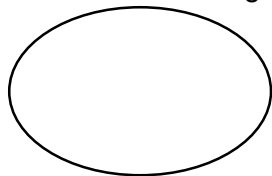
SIGNATURE OF MO ASSISTANT*

SIGNATURE OF POSTMASTER

* [Authentication of MO form (Payment)]

[MO DATE STAMP]

Received rupees(in words)
.....on I have not received more than
Rs. 25,000/- through money order in the current month.



Signature of Payee

Signature of Witness/Identifier

[ROUND MO STAMP]

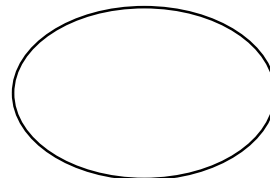
[OBLONG MO STAMP]

Signature of Paying Official

-----**Money Order Acknowledgement**-----

Remitter's Address:

MO Number:



[DATE STAMP]

Received rupees(in words)
.....on

Government of India
Ministry of Communications/IT
Department of Posts
(PO Section)

No. 9-6/2007-PO

Dated 11-8-2010

To

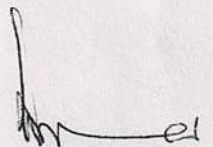
All Chief Postmasters General,
All Regional Postmasters General,
Additional DG of APS,
All Directors, Postal Training Centers.

Subject:- Operating Procedure for franking machines under 'Remotely Managed Franking System'.

Kindly refer to the Dte's letter pf even number dated 1.7.2010 regarding introduction 'Remotely Managed Franking system' w.e.f. 16.8.2010.

2. Operating procedure for Remotely Managed Franking system' is enclosed for information and necessary action. This may be brought into the notice of all concerned for strict compliance.
3. Staff may be trained in the new system of franking machines.

Kindly acknowledge its receipt.



(Niraj Kumar)
Director (PO&I)

DA:- As above

Copy to:- Director SR, DDG(Tech) /DDG(PAF)/ CGM (BD)/ CGM(MBO) for information and necessary action please.

STANDARD OPERATING PROCEDURE
ON
REMOTELY MANAGED FRANKING SYSTEM
(RMFS)
FOR
DIGIFRANK PLUS MACHINE

05-08-2010

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CHAPTER 1.

DEFINITIONS AND ROLE

(a) INDIVIDUAL LICENSEE

An individual licensee will be a person / firm or organization who uses the franking machines for his / its own mail or those of his/its sister concerns.

(b) COMMERCIAL LICENSEE

Commercial Licensee may be a Mailing Agent or a Registrar.

(c) MAILING AGENT

Mailing Agent is a person, a firm or a company performing the work of sending articles through the Post Office on behalf and in the name of a third party for mutually agreed remuneration.

(d) REGISTRAR

Registrar is a person, firm or a company performing the work of sending articles through the Post Office on behalf of a third party but in the name of the Registrar on mutually agreed remuneration.

(e) SISTER CONCERN

Sister Concern is

(i) One functioning in the same premises as that of the licensee/applicant.

And

(ii) If corporate, the holding or a subsidiary company, or a company having a common Chairman or Managing Director.

Or

If proprietary, owned wholly or in partnership by a common owner.

The mail, registered or unregistered, should carry the name and address of the actual sender.

(f) LICENSING AUTHORITY

The licensing authority will be the authority that is authorized to issue/renew/suspend/cancel license for the Franking Machine from time to time. This shall be the Head of the Postal Division or independent Gazetted Postmaster of the office, or Directors Mumbai, Kolkata and New Delhi GPO or Officer Commanding Postal/ SDS Unit/ SBPO within whose jurisdiction the machine is located. It shall also send communication to Department of Post Central Resource wherever required.

(g) DESIGNATED PREMISES

Designated premises will be the place mentioned in the license where the franking machine will be installed and operated.

(h) AUTHORISED OFFICER

The Authorised Officer will be the person authorised by the Licensing Authority to oversee appropriate use of the franking machine. He will be the PRI (P)/APM/ASPM/Treasurer/Joint Custodian/ SA Mail Office/ Sorting Office and Assistant Postal Officer/ JQM.

(i) SUPERVISOR

He will be Postmaster/Deputy Postmaster/Sub-Postmaster/ Head Sorting Assistant of the designated Post office/ Mail Office and Field Postmaster of Designated Field Post Office.

(j) REMOTELY MANAGED FRANKING SYSTEM (RMFS) AND FRANKING MACHINE (FM) MODELS

In RMFS the franking machine models *approved by the Postal Directorate* shall only use inkjet printing technology and shall be reset through a remote central server managed and operated by the respective franking machine manufacturer. Thus each FM manufacturer / Original Equipment Manufacturer (OEM) would have its own centrally located single RMF Server located in India catering to the network of its FMs installed throughout the country. The new technology FM offers a secure, unique and digital frank and does not rely on mechanical seals used earlier. The funds are secured through a special device known as Postal Security Device (PSD) *which is not open to repair* that forms an integral part of the FM and is completely tamper proof and funds register cannot be changed by any means, physically or electronically. This requires no mechanical sealing.

(k) DEPARTMENT OF POST CENTRAL RESOURCE (DCR)

This shall be a designated officer in the rank of Director who shall be a single point of contact to the manufacturer/OEM's RMFS centre and perform such function as assigned to him in this operating procedure. He will be given secured access to the server through password to enable him to perform functions assigned to him.

(l) DESIGNATED POST OFFICE (DPO) OR DESIGNATED MAIL OFFICE (DMO)

Designated Post Office/ Designated Mail Office/ Designated Field Post Office shall be a designated office, not below the status of double-handed office, authorized to accept franked mail. No second office for acceptance of franked mail will be authorized.

(m) ORIGINAL EQUIPMENT MANUFACTURER (OEM)

The Original Equipment Manufacturer is the company/firm which is the original manufacturer and technology provider for Remotely Managed Franking Machines/System. The OEM will install and maintain the RMFS Centre in India and shall be fully responsible for satisfactory operation of the same.

(n) FRANKING MACHINE VENDOR (FMV)

The company/firm authorized by the OEM to sell, supply, install and maintain the franking machines in the prescribed region shall be known as Franking Machine Vendor (FMV). The OEM can also be vendor for its own franking machines.

(o) FRANKING MACHINE USER (FMU)

Anyone who holds a valid postal license for use of franking machine and deposits franked mail in DPO or DMO or DFPO is referred to as Franking Machine User (FMU).

(p) CUSTOMER REFERENCE NUMBER (CRN)

Customer Reference Number (CRN) will be a unique number and shall be issued by the Licensing Authority to the Licensee of Franking Machine as prescribed in this Manual. CRN and license number issued by the Licensing Authority are one and the same thing.

(q) LICENSE IDENTIFIER

The License Identifier shall be the unique number of the franking machine assigned by the Original Equipment Manufacturer that shall be conveyed to the Franking Machine User separately for each machine at the time of purchase. The format of License Identifier shall be X123456 where 'X' shall denote the initials of the Original Equipment Manufacturer i.e. 'N' for Neopost, 'P' for Pitney Bowes and 'F' for Francotyp Postalia*, The next six digits shall be numeric and indicate the serial number of a machine.

* Franking machines of Francotyp Postalia have not been approved for selling yet.

(r) DIGIFRANK PLUS

Digifrank plus is the name given by India post to the new facility of franking based on RMFS.

CHAPTER 2.

PROCEDURE FOR ISSUE AND RENEWAL OF LICENSE

1. (a) The Franking Machine User shall buy a digifrank plus franking machine of any model approved by Department of Posts from Franking Machine Vendor authorized by it.

(b) After the purchase of the machine the Franking Machine User shall deposit in any post office the license fee as prescribed by DG(Posts) from time to time (presently Rs. 375/- for five years) and obtain ACG-67 receipt for it. This will be credited into Unclassified Receipt (UCR).

(c) Then the Franking Machine User shall apply for License for the use of franking machine through the Franking Machine Vendor to the Licensing Authority on the prescribed application form (Annexure 'A') for issue of a license duly filled and ACG-67 receipt in original. Formats of Annexure A will be available in the 'Digifrank plus' portal which will be given a link on the India Post homepage and form (Annexure A) will also be available in post offices. In case the Franking Machine User is a Commercial Licensee he shall be required to submit a list of clients along with their consent letters on whose behalf he wants to frank the mail.

(d) The Licensing Authority shall issue the license after verification of the particulars as per checklist given in Annexure 'B' and satisfying himself about the genuineness of applicant, procurement of the model of the machine approved by the Department of Posts and payment of fee for License. The verification may be carried out through field staff SDIP/ASPOs/PRI(P)s etc. No verification shall be necessary in the cases of the applicant being a Central / State government / quasi-government organizations, Local Authorities, other Authorities within the territory of India or under the control of Central/State Government like Public Undertakings, Corporations, Nationalised Banks, Co-operative Banks etc.

(e) The Licensing Authority shall issue four copies of 'Certificate of License' (Annexure 'C') generated in the system assigning the Customer Reference Number (CRN) as per the procedure specified in Annexure 'D' after feeding the necessary details in the system. A barcode containing the License Identifier and Customer Reference Number will be generated at the time of generation of the License on the Certificate of License. An additional barcode will be printed on a separate card or on a sticker that will be affixed on a card which may be called as Digifrank plus License Card. This card will be used to capture the franking machine particulars at the time of accepting credit through e-payment. It must be printed using a laser printer or deskjet printer to ensure good quality of printing so that there may not be any difficulty in scanning the barcode at the time of transaction in post office. The copies of the Certificate of License generated will be authenticated by the licensing Authority with his signature and designation

stamp. He shall be given a Username and Password by the DCR for the purpose of uploading the information on Licenses issued which shall include details like: License Identifier, License Number/CRN, date of issue/expiry of license, Licensee name/address/contact numbers, License Type, designated post office/DMO/DFPO. The webpage would automatically include the name of Licensing Authority that has filled in the information on webpage. The Licensing Authority will activate the License for operation of franking machine by setting the status of the machine to 'Registered'. This will create a customer account file on the DOP Server. On the basis of the information submitted for issue of license the system will generate the printable copy of Certificate of License (Annexure 'C'). One copy of the Certificate of License will be sent to Franking Machine User, one copy to the Designated Post Office/Mail Office/Field Post Office where the franked mail is to be deposited and one copy to the RMFS Center. The Licensing Authority shall issue the Certificate of License within 10 working days from the date of receipt of Application for issue of License and shall record the detail of License issued in the 'Register of Licenses Issued' as per Annexure 'E'. Separate page will be provided for each licensee in the register of licenses issued. The reasons for delay, if any, will be communicated to the CPMG/PMG/ Additional DG of APS who will look into this for appropriate action so that the license is issued at the earliest possible time.

Note:- The DCR shall ensure that the concerned Licensing Authority shall get access rights to access the webpage designed to create license issue file and modification files. The DCR shall also ensure that the concerned Licensing Authority gets access to the machines under his jurisdiction only. In all such instances like change of license authority etc. where the new licensing authority has to unblock the machine in the jurisdiction of the old licensing authority the information shall be routed through DCR for desired action. The DCR shall issue and manage username/passwords for this functionality.

(f) After the license has been issued the Franking Machine User shall also deposit an advance for first setting for minimum amount of Rs. 2000/- into the branch of the designated Bank (*presently only State Bank of India*) to be credited into DOP account against the License Identifier (FM unique number of the machine). For this purpose the DOP Server will be sending a license information file to Bank Server and the Bank branches may accept the credit for activated licenses only. Or franking machine user may deposit amount of advance for first setting of franking machine at any post office having e-payment facility.

(g) The respective RMFS - N/P/F [N (for Neopost), P (for Pitney Bowes) and F (for Francotyp Postalia*)] will download the file meant for them so that the customer accounts are automatically created on the RMFS server. This downloading shall be done at the time the RMFS server dials the Department of Posts Server.

* Franking machines of Francotyp Postalia have not been approved for selling yet.

(i) The Franking Machine can now download funds from the RMFS server by dialing and after successful download, shall be ready to frank.

(j) The franking machine shall ideally be ready for use, i.e. all above exercises may be completed, within 14 working days normally from the date of submission of application for License. The concerned CPMG/ PMG/ APS Authority must be kept informed of the delay, if any, in issue of license and act under his orders to expedite the issue of license. This can be checked by the Inspecting Officer at the time of annual inspection of the Licensing authority that Licenses have been issued within the prescribed time frame and cases of delay were reported to the higher authority as stated above for appropriate action in time.

(k) The Franking Machine User shall paste a copy of the Certificate of License on a Record Book to be maintained by him (Annexure 'G') and is kept with him. The Designated PO/RMS/FPOs Office shall maintain a similar Record Book (Annexure 'H') with a copy of Certificate of License pasted on it.

2. General conditions for licensing are as follows:

- a. Only *India* specific machine *of the model approved by the DoP* shall be granted postal license. List of models approved by Technology Division of the Directorate vide its letter no. 2-1/2005 Tech Vol IV dated 24.12.2009(Annexure 'U').
- b. The Department of Posts will not accept any responsibility for any damage or loss caused to the licensee due to purchase of unapproved model or defective machine or any damage done to the machine.
- c. A license is necessary for the possession of a franking machine whether old or new. In case of change in the name of licensee, fresh license (License Number) will have to be issued and the earlier cancelled. Fresh license will be issued on payment of fresh license fee of Rs.375/- and the same procedure will be followed as in the case of new license of the machine to a new owner. The previous owner will not be entitled to any refund of license fee for un-expired period. The Licensing Authority shall input the details of new License on the webpage like: New License Number, Licensee Name/address/contact numbers, License issue/expiry date, License cancellation date and Designated PO. The subsequently affected fields shall be updated on the RMFS server when it uploads the required file from the DCR server. Information of cancellation of license will be sent by the licensing authority to all whom a copy of it was sent at the time of issue of license. In this situation the register reading of meter shall continue even when Licensee has changed and a new CRN has been issued. The issue of funds remaining in the machine should be settled between the new owner and the old owner in offline mode. It means new CRN/License Number shall start from the old register readings of the License Identifier at the time of change in the name of the Licensee. Fitness certificate from the vendor will be required at the time of change in the name of Licensee.

- d. The licensing authority reserves the right to refuse the issue or renewal of a license and cancel a license without assigning any reasons for the same.
- e. In case of denial of license the Licensing authority shall refund the License Fee to the applicant within 30 working days from the date of such refusal.
- f. The renewal will be subject to the satisfaction of the licensing authority about the proper use of the machine and on physical condition of the machine as technically evaluated by the Franking Machine Vendor. The Franking Machine Vendor shall issue a Fitness Certificate (as per Annexure 'I') on satisfactory evaluation.
- g. The licence for each machine shall be issued for a period of 5 years on payment of Licence fee as prescribed by Director General (Posts).

(3) Renewal of License:

- (a) The Franking Machine User shall have to initiate the process of License Renewal at least one month in advance before the actual expiry of his Certificate of License. Failure to do so will invite an additional surcharge of Rs. 100/- that will be credited under head UCR.
- (b) The Franking Machine User shall deposit the prescribed license fee for renewal of License in any Post Office in the same manner as prescribed above in para 1(b) of Chapter 2.
- (c) Then the Franking Machine User shall apply for renewal of Certificate of License through the Franking Machine Vendor to the Licensing Authority on the prescribed Application form for renewal of license (Annexure 'J') duly filled in. He would also attach ACG 67 receipt as proof of payment of License Fee and Fitness Certificate (as per Annexure 'I') given by the Franking Machine Vendor.
- (d) The Licensing Authority shall renew the license for a further period of five years after verification of the particulars as per Annexure 'J', of receipt in token of having deposited Renewal fee and of Fitness Certificate from Franking Machine vendor. He may obtain a report on the working of machine *and on adhering to the conditions prescribed for use of franking machines* from the Designated Office if felt necessary. The Certificate of License will be generated in the system by the Licensing Authority after feeding the necessary information in the system.
- e) After the renewal by the Licensing Authority it may send, by fax wherever available, and post, one copy of the approved Certificate of License to the Franking Machine User, one copy to the Designated Office where mail has to be deposited, one copy to the RMFS Center and retain one copy for its own record. The copies of Certificate of License will be authenticated by the Licensing Authority with his signature and impression of his designation stamp. The Licensing Authority shall renew the License within 5 working days from the date

of receipt of Application for renewal of License *as far as possible* provided all requirements stated above are fulfilled at the time of receipt of Application and shall record the detail of License renewed in the 'Register of Licenses Issued' as per Annexure 'F' under the signature of licensing authority. The reasons for delay, if any, will be communicated to the CPMG/PMG/ Addl DG, APS who will look into this for appropriate action.

(f) The Licensing Authority shall fill the relevant data, on the Department's webpage, for License Renewal like; License renewal/expiry date, etc. and submit to the Department of Posts Central Resource for onward transmission. The respective RMFS - F/N/P [F(for Franco Postalia), N(for Neopost) and P(for Pitney Bowes)] will download the file meant for them so that the status of customer account is automatically updated in the RMFS server. This downloading shall be done at the time the RMFS server dials the Department of Posts Central Resource Server.

(g) The Franking Machine User shall paste a copy of the renewed Certificate of License on the Record Book maintained by the Franking Machine User (Annexure 'G') and is kept with him. The Designated Office shall maintain a similar Record Book (Annexure 'H') with a copy of renewed Certificate of License pasted on it.

(h) In case the license is not renewed in time, a customer account shall automatically get withheld/blocked after the expiry date of the license and the machine cannot download funds till the account is activated again by the Licensing Authority. The license (license number) may be cancelled after expiry of 3 months from the date of expiry of the License if Licensee has not applied for renewal. However a notice in this regard will be issued to the Licensee giving him 15 day notice to explain why license should not be cancelled.

4. Renewal of license after expiry. Procedure followed for renewal of license in such case will be the same as prescribed for renewal within the currency of the license.

CHAPTER 3.

PROCEDURE OF UPLOADING OF CREDIT IN THE MACHINE

1.(i) The Franking Machine User will pay in advance a sum representing the amount of advance postage for which he wishes the machine to be set / reset. The minimum advance payment will be Rs. 2000/- for first setting of the machine after issue of license. Minimum amount of advance payment for subsequent deposits for resetting of franking machine will be Rs. 1000/- (One thousand only) + multiple of Rs. 100/-.

(ii) The Franking Machine User may download the funds in multiples of Rs. 100/-.

2. Payment of amount for uploading the credits in franking machines may be made at State Bank of India branches and Post Offices having e-Payment facility.

(i) **Payment at SBI branches:**

(a) The advance payment for uploading the credit in the franking machines i.e. setting/resetting of meters of the machines may be made by the Licensee only through electronic transfer of funds i.e. Internet Banking to SBI.

(b) The other modes of advance payments by cash, A/c payee cheque, Bank draft **will be prescribed subsequently** in consultation with SBI authorities. However when these modes of advance payments are allowed the Franking Machine User shall write in the “Pay to” column of the *cheque* DOP A/c xxxx and (*License Identifier of the Franking Machine User in the format X123456*) in case of payment through cheques. The Franking Machine User will write at the back of the cheque particulars like the Licensee’s name, License Number and contact/mobile number. This should be done well in advance in the case of payments through cheque as the instructions about receipt of payments shall be sent to the *server of department of posts* only after realisation of amount of cheque by the bank.

For cheque payments a Pay-in-slip specially designed by the Bank in consultation with DoP shall be used for deposits. The Bank shall capture the License Identifier, License Number and Name of the Franking Machine User who has deposited the *amount* as well as the amount deposited.

c) The Bank shall immediately update the DoP account with the funds received from the Licensee.

d) This information shall be compiled as ‘funds received’ file and shall be available at the Bank Server. The file would contain the list of License Identifiers with their License Number and Licensee’s name with respective amounts received

against them. The DoP server would dial Bank Server at a predetermined time (every day at 10.00 P.M.) and DoP Server would pick up/push the interface files needed through Secure File Transfer Protocol (SFTP). The DoP Server shall verify the payments received in its account, cross check the entries made in regard of License Identifier and shall keep the file thus authenticated ready to be transferred to the respective OEM's RMFS Server. The RMFS Server would dial the DoP Server at predetermined time intervals for reports upload and would pick up their respective 'funds received (authenticated)' files kept ready for it. The customer account in the RMFS server shall get updated accordingly with the respective amounts as per instructions in the downloaded file as and when FM dials into RMFS Server. License Identifier (Unique Number of FM) will be common field for RMFS.

(ii) Payment at Post Offices:

The payments for uploading of amounts may be accepted from the Franking Machine User using E-payment application.

The Department of Posts will be a biller at National level for acceptance of deposits for uploading of credits through E-payment. However no payments will be made to the biller i.e. DOP for collected amounts as this has already been accounted for in DoP's account.

(a) The Post Offices having e-Payment facility may accept amount of advance payment from the Licensee in cash/Account payee cheque/Bank draft for uploading the credit in franking machines. The cheque/Bank draft will be in favor of the concerned Postmaster. In case of payment at sub post office cheque/draft will be in favour of Postmaster of its Accounts Office. The procedure prescribed for realization of amount of cheque received in other transactions will be followed in this case.

(b) FMU or his messenger will present cash /cheque/Bank draft alongwith Digifrank plus License Card and deposit form (Annexure U) duly filled in at the counter. The Counter Assistant will see that the amount shown in deposit slip agrees with amount tendered in cash/ cheque/Bank draft and other particulars viz Name & address of Licensee, License Identifier, CRN etc. have been filled.

(c) The Postal Assistant using E-payment application will scan the Digifrank plus License Card through the scanner and enter the amount of credit on the E-payment interface. Further operating procedure for E-payment will be followed.

(d) The amount collected will be shown under the heading 'Revenue Realised in Cash on RMFS through E-payment' in SO Account, SO Daily Account, HO Summary, SO Summary, HO Cash Book on receipt side. This will not be included in the amount of E-payment collected for other billers.

(e) A monthly schedule of 'Revenue Realised in Cash on RMFS through E-payment' will be sent to the Postal Accounts Office alongwith copy of Cash Account. This will be ensured by the Postmaster that the amount shown in the schedule tallies with the amount shown in the daily lists of revenue realized in cash on RMFS through E-payment.

At the end of the day credits data will be transmitted to E-payment Central Server as in case of any other E-payment transactions. From E-payment Central Server this data will be transmitted onwards to the DCR Server.

3. Franking Machine User would dial RMFS Server through a modem on his machine for obtaining credit in the Franking Machine after the stipulated period (one day for clearance of drafts and Internet Banking transactions, three days in case of cheques).

4. RMFS Server would verify the identity of machine, upload the cumulative Register Data (ascending register, descending register, control total, item counter etc.) from the Franking Machine on to the RMFS server.

5. RMFS Server would automatically check the current Register Data with the previous Data (the control total should be same as it was at the time of last reset). In case of any discrepancy the re-credit request will fail. The RMFS Server shall report any such incidents to the Department of Post Server by generating an error. The DCR will look into the error and take appropriate steps for rectification.

6. The RMFS Server would check funds availability as per instructions received from the DoP Server and would download the required amount into the Franking Machine.

7. The RMFS Server would periodically dial the Department of Posts Central Resource server three times daily (0930-1000 hrs, 1330-1400 hrs and 1630-1700 hrs), on every working day and shall send report of all machines (list of License Identifiers) that would have dialed during the day, along with the details of funds downloaded. The following files would invariably be exchanged in each dialing.

List of Files to be Transferred from OEM's server to DoP Server :

- Acknowledgement file in respect of files received from DoP Server.
- Credit Download Files.
- Usage File.
- Remaining Fund file.

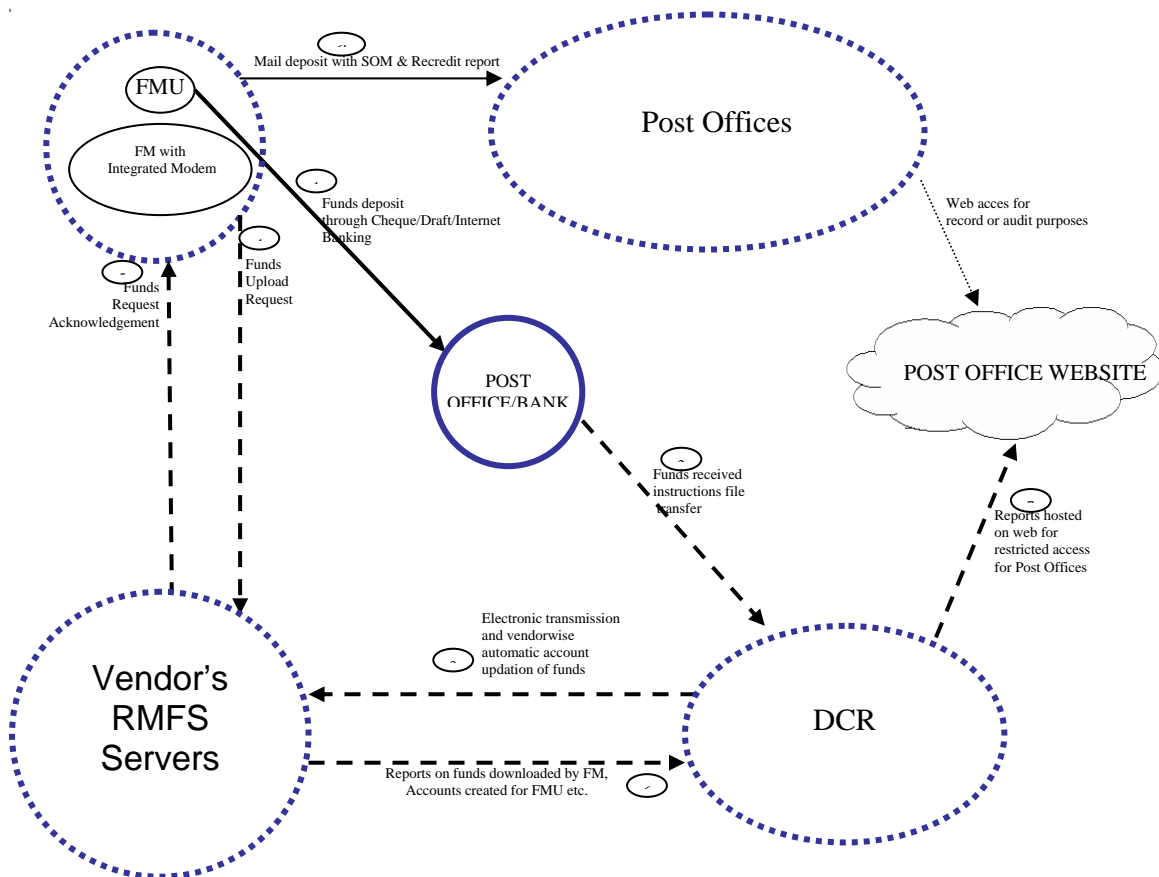
List of Files to be Picked up by OEM's Server from DoP Server:

- License Issue File
- License Modification File
- Fund File
- Acknowledgement File in respect of Files received from OEM's Server

8. The Department of Posts Central Resource would make these reports available through website with restricted access given to *concerned Postal Authorities* which can download reports of the FMs operating under their jurisdiction on a need based basis.

The formats for information exchange between the Bank Server and DoP Server, and download of Licensing details, updation files and reports between RMFS Server and DoP Server shall be as per the formats specified in Annexure 'F'.

The diagram for funds uploading in this manner shall look like this:



CHAPTER 4.

GENERAL CONDITIONS FOR USE OF FRANKING MACHINE

a) Whenever change in postage rates is notified by the Department, it will be sent to RMFS Venders through quickest means of communication. It will be the responsibility of the Venders to update the same in franking machines immediately to bring the revised rate of postage in effect with effect from the notified date. The articles without proper postage will be treated as per prescribed procedure.

b) The franking machine has to compulsorily dial the RMFS Server at least once within a specified period of 30 days either for funds credit or for inspection call if it does not have to download funds. Whenever the machine dials the RMFS Server either for funds download or for inspection call the data from the machine automatically gets uploaded to the server.

In case where the machine dials the RMFS Server for funds download it shall upload two files on the RMFS server namely Credits Downloaded File and Usage File. In cases where the machine dials the RMFS Server for inspection purposes it shall upload only Usage File.

The contents of the Credits Downloaded File shall include the License Identifier, License Number, Franking Machine User name, Funds downloaded, Downloaded date/hour, Ascending register reading, Descending register reading and Item register.

The contents of the Usage file shall include:

- the register details (ascending register reading, descending register reading, control total, item register reading),
- daily record of ascending register reading and item counter reading for each particular machine,
- the cumulative product details like product code, total number of items franked for that code, total amount franked for that code and total weight of all articles franked under that code. This detail is not required on daily basis but is required for the period between two dialing between the Franking Machine and RMFS server.

If the franking machine does not dial the RMFS Server within the stipulated time period of 30 days it gets blocked and shall be unlocked only when it dials the RMFS server and uploads its data.

c) Resetting will be done only through remote resetting by RMFS centre in India that shall have to be set up, maintained and operated by the Original Equipment Manufacturer only. The Franking Machine User will have to pay the Annual Resetting Fees in advance to the RMFS Centre to avail remote resetting service without which he will not be able to download funds in the machine.

[The quantum of the resetting fee payable to RMFS and manner of its payments will be as prescribed by the vendor from time to time.]

d) The Franking Machine User shall ensure that the franking machine is regularly used for franking articles unless there are unavoidable circumstances for non utilisation of the same during any particular period. He will also ensure that there is no misuse of the machine by any one.

e) If the machine is not actually being used for a period of more than three months but dialing within prescribed period regularly, the Licensing Authority will gather this information from the reports hosted by the DCR on website and will get the matter inquired into through PRI(P)/Inspector/ASPOs. Further action as called for i.e. cancellation, suspension may be taken or allow the License to continue if no malpractice is noticed. However if the Licensee has informed the Licensing Authority in advance about non use of franking machine for more than three months in writing stating the reasons for the same there will be no need for further inquiry in the matter if he is satisfied about the genuineness of the reason.

f) The Franking Machine User must at all reasonable times allow the authorised officer of the Department of Post to inspect the machine and the concerned record without any prior notice.

f) The Franking Machine User must get the machine serviced by the Franking Machine Vendor only.

g) The Franking Machine User will not sell, transfer or dispose of, in any manner, the franking machine without obtaining prior permission from the licensing authority.

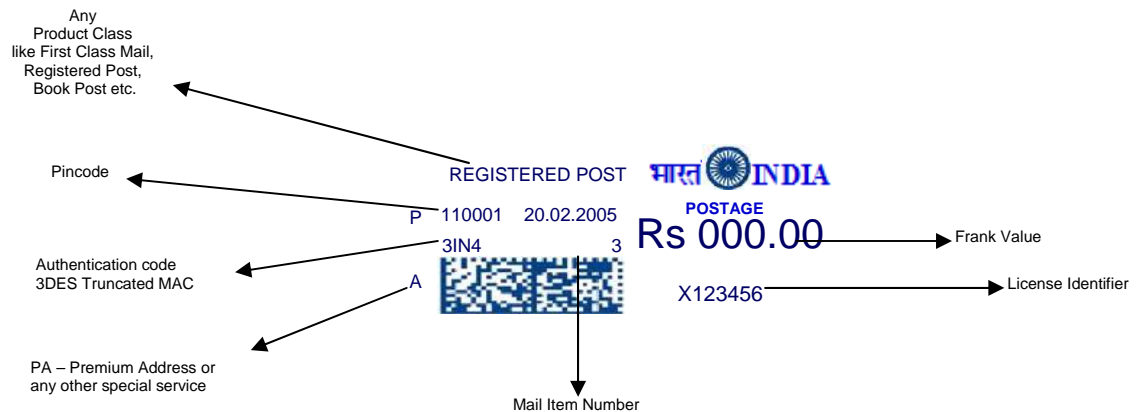
CHAPTER 5.

PROCEDURE FOR DEPOSITING FRANKED MAIL

1. (a) The Franking Machine User shall first keep the article to be franked on an electronic weighing scale/platform, which is interfaced to the franking machine, and select the product class. The franking machine shall automatically calculate and set the postage value for franking. Now the Franking Machine User can frank the desired articles in the franking machine. Thus the product class chosen shall be stored in the franking machine. The list of postal product classes and product codes (Annexure 'K') is given alongwith this Manual. This will be supplied to the venders by PO Division of the Directorate. Whenever the franking machine dials the RMFS Server the data stored in such a way alongwith Funds Register Data shall get uploaded. It will not be possible for the user to manually feed weight or postage in the franking machine.

The franking machine shall frank the articles with the frank impression approved by the India Post. The frank impression shall be blue in color.

A sample frank impression shall appear as shown below:



The franking machine should be able to print various types of franks depending upon the status of the machine i.e. uninstalled state, installed state, withdrawal state etc. The sample franks for all such states are shown in Annexure "L".

b) After the day's franking is over and the mail is ready for dispatch, the Franking Machine User shall print 2 copies of the Statement of Mailing (SOM) from the franking machine. One copy shall be pasted on Customer Record Book as indicated in Annexure 'G'. The franking machine user shall bring the second copy of Statement of Mailing and Customer Record Book along with the franked mail to the Designated Post Officer or Mail Office or Field Post Office.

In case of commercial mailers, who normally frank uniform mail for their customers, they shall print two copies of the Statement of Mailing separately for each customer. One copy of the same will be pasted on Customer Record Book by them and the second copy shall be given along with the franked mail of the customer to the Designated Post Office i.e. Statement of Mailing will be prepared customer-wise and mail is presented customer-wise along with its relevant Statement of Mailing. The Franking Machine User shall have to ensure that before the next batch is begun the Statement of Mailing printout is taken and then reset. Thus the new batch starts from zero.

The sample Statement of Mailing are given below:

SOM	No 0001	20.02.2005	भारत INDIA
Reg. Acc.	0 000 000 000.00		
Reg. Cred.	00 000 000.00		
Reg. Item	00 000 000		
Batch Value	000 000.00		
Batch Item	000 000		

Pincode

License Identifier

Or

SOM	No 0001	20.02.2005	भारत INDIA
Batch Value	000 000.00		
Batch Item	000 000		
Ascending Reg	0 000 000 000.00		
Descending Reg	00 000 000.00		
Items Register	00 000 000		

Pincode

License Identifier

c) (i) The Postal Assistant shall conduct a random inspection on the franked mail presented by the Franking Machine User and check for legible franks, correct postage and genuineness of frank. The running serial number of frank (item counter value) printed on the randomly selected articles would be checked to find that these were entered in the Statement of Mailing presented by the concerned Franking Machine User. The Supervisor shall ensure that this check is carried out every time when franked mail is received for posting and make a note of this check in Office Order Book/Error Book. Any discrepancies noticed may be reported to licensing authority immediately.

(ii) Postal Assistant will scan 2 D barcode of some franked articles presented for dispatch, selected at random to check genuineness of frank impression by comparing the information encoded in the barcode and information printed on the franks. The Supervisor will ensure that this check is carried out regularly.

(d) If there is less postage franked on the articles presented for posting, the article will be accepted for dispatch but a detailed report indicating name of the licensee CRN and total deficit postage will be sent to licensing authority for inquiry and checking of correctness of scale of franking machine. If it is found that postage was actually under paid the deficit amount will be recovered from the franking machine user. Before accepting the article an undertaking will be obtained from the FMU that he will abide by the decision of licensing authority and amount of deficit postage will be paid within 3 days on demand from the licensing authority and if amount is not paid within prescribed period license may be cancelled in addition to action for recovery of amount due. If he refuses to give undertaking the mail should not be accepted for posting till he affixes additional postage as required.

(e) The Postal Assistant accepting the mail shall paste the second copy of the Statement of Mailing on the Post Office Record Book (Annexure 'H'). In case of commercial mailers all Statements of Mailing shall be pasted on PO Record Book by the Postal Assistant.

2. The general conditions associated with mail posting are given below:

(a) The franked articles shall be accepted only in the Designated Post Office/ Designated Mail Office/Designated Field Post Office as specified by the licensing authority. *This will normally be the one specified by the franking machine user while applying the license.* In case he wants to post articles in more than one office, he will have to use different franking machine for those offices.

(b) The Licensing Authority may refuse to allow acceptance of mail in a particular Post Office keeping in view availability of manpower and other infrastructure.

(c) Franking will be allowed up to any amount.

(d) All frank impressions for the purpose of pre-payment of postage must be made on the right top corner of the address side of the postal article itself or a wrapper or label firmly pasted on it.

(e) The impressions of the franking machine recorded on the postal articles should not be interfered in any way. The impressions should be blue in color and distinct and should not overlap.

(f) The franked articles shall be posted only at the office specified in the licence and the franked articles must be handed over at the counter of the post office or mail office authorised to receive the franked mail on the very day of the date of frank. In mail offices such articles must be tendered by the latest hour notified by the Superintendent, RMS.

(g) In all such cases where the mail is franked on a particular day and cannot be presented on the same day due to any reason it may be accepted by the Designated Office the very next day. In cases where the next day is a weekend or there are successive holidays the mail shall be accepted on the following working day. However in both the above cases the Statement of Mailing will be printed afresh on the actual date of presentation of mail. And the same will be handed over to the post office alongwith Statement of Mailing if printed on the date of franking. Franking of advance date is not allowed and such mail will not be accepted.

(h) Articles should be presented for acceptance in pre-sorted bundles pincode-wise, where the licensee is enjoying prescribed rebate *for pincode sorting*. In case of Commercial Licensee, the bundles should also be separate for each authorised client in addition to pre-sorted bundles.

(i) The official accepting the franked mail shall paste the second copy of Statement of Mailing on Post Office Record Book. He will then put his initials and date stamp on the Statement of Mailing pasted in the Record Book maintained by Franking Machine User and Designated Office in such a way that no entry in Statement of Mailing is disfigured.

(j) The official accepting franked articles will maintain the Record Book of DPO/DMO/ DFPO so that they are available for inspection at a later date. A Supervisor will ensure that it is maintained as prescribed.

(k) The Franking Machine User Record Book should be maintained properly and checked by the inspecting officer randomly during inspection/*visits*.

(l) Cut-out label with frank impression(s) on them for pre-payment of postage can be used on all postal articles provided that one frank impression should be taken on one label. In case a second frank is required a new label may be used that may be pasted beneath the first one which is pasted on the right hand upper corner of the envelope.

(m) In cases where all pages in the Franking Machine User Record Book get filled up and a new Record Book has to be started, the user shall bring the old Register to the Authorised Officer who shall make an entry on the Record Book to the effect that a new Record Book has been started as the old one is full. The Authorised Officer shall also make an entry of the funds registers on the new Record Book by hand with reference to Statement of Mailing. The entries shall be made by the Authorised Officer and attested by the Supervisor. A similar entry shall be made to this effect in the Record Book of Designated Office. The Franking Machine User shall paste a copy of Certificate of License on the new Record Book.

Under no circumstances shall the old Record Book be destroyed or misplaced. The Franking Machine User shall have to bring the old Record Book pertaining to his refunds claim.

In cases where the PO Record Book of Designated Office is full and a new one has to be used, the Authorised Officer shall get the old Record Book closed with suitable remarks (*i.e fresh record book started w.e.f._____*) below last statement of mailing pasted in the Record Book under intimation and signature of Supervisor. A copy of Certificate of License shall be pasted on the new Record Book of Designated Office and the old one shall be retained for future references. The Authorised Officer shall make an entry of the last reading of the funds registers in the old Designated Office/ Franking Machine User Record Book on the new Record Book by hand when it is to be used for the first time and attested by the Supervisor.

(n) In case of an extremely rare possibility of some problem with the Postal Security Device when it has stopped franking and is not printing reports it will have to be replaced and not repaired. The matter should be immediately reported by the DPO/DMO/DFMO to the licensing authority for cancellation of license. However a new license may be issued with reference to the new License Identifier to the Licensee without going through the process of detailed verification as prescribed at the time of issue of new license. The unutilized amount will be refunded to the Licensee by the competent authority.

(o) Remarks to be recorded in franking machine record book by the postal assistant and to be authenticated by the Supervisor in the cases of suspension of licence identifier, entry of new licence identifier, activation of licence identifier and cancellation of licence etc. have been illustrated in Annexure from 'M' to 'P'. A sample format of a FMU record book indicating various situations is given in Annexure 'Q'.

(p) When SOM is presented by the FMU to the PA/Supervisor, he must compare it with the previous day's SOM. Whenever, he notices any credit of funds in the Reg. Cred. column, he must verify the same with relevant MIS report on India Post website and authenticate it by putting his initials. In case of discrepancy, he must report the matter to the licensing authority who will look into the matter on urgent basis.

CHAPTER 6.

PROCEDURE FOR REPAIRS

a) The maintenance, service and cleaning of the Franking Machine or any repairs there-to including the replacement of any parts thereof will be the responsibility of the licensee and at his own cost and expense.

b) The Postal Security Device will not be repaired in case of any problem. Only alternative available is getting a new franking machine license with new postal security device having its own Licence Identifier number. The old license will be cancelled.

c) The procedure for repair of Franking Machine except Postal Security Device would be as follows:-

(i) The users of Franking machine must get the franking machine repaired/ maintained by the Franking Machine Vendor only. The Director General, Post will not accept any responsibility in this regard.

(ii) The Franking Machine Vendor will be required to maintain a Register in respect of franking machines received for repair on his premises indicating the following information:

- (a) Name of the licensing authority
- (b) Name of Franking Machine User.
- (c) Model and License Identifier of the machine.
- (d) Customer Reference Number of the Franking Machine User.
- (e) Name of the Designated Office for the concerned Franking Machine.
- (f) Date of receipt of machine for repair.
- (g) (i) Ascending meter reading
 - (ii) Descending meter reading
- (h) Date of repairs.
- (i) Date of dispatch after repairs.
- (j) Particulars of the parts of the machine.

(i) Repaired

(ii) Replaced

(k) Signature of franking machine user or his representative.

(l) Signature of franking machine vendor or his representative.

(iii) The register of repairs is to be preserved for 2 years from the date of last entry in it and will be open to check by the authorized officer of the Department of Post at any time.

(iv) The Authorized Officer having jurisdiction over the area will be required to visit the premises of the Franking Machine Vendor once every six months to see that the registers are maintained properly. He will put his dated signature in the register in token of having carried out the check.

CHAPTER 7.

REBATES & REFUNDS

a) A rebate of 3% will be allowed on franked value, *whenever the meter is reset i.e. credit is uploaded in the machine on the value on the impression used provided that this rebate will be allowed* for a minimum consumption of Rs. 5000/-. The payment of rebate will be made in cash or through cheque and charged in the schedule of 'Postal Revenue Refund in Cash'. The receipt of the licensee or his agent for the said payment will be obtained in the Form ACG-17 in which the following particulars will also be shown:

- (i) Ascending Register meter reading at the time of last refund as per old Statement of Mailing *upto which rebate has been already claimed.*
- (ii) Present Ascending Register meter reading as per new Statement of Mailing.
- (iii) Total consumption.
- (iv) Rate of rebate.
- (v) Amount of rebate.

The Franking Machine User can apply for rebate to the Postmaster of the Designated Post Office/ FPO / *Incharge of designated mail office* on the prescribed form as given in Annexure 'R' along with the photocopy of the two Statement of Mailings pasted in his Record Book at the start and end of the period for which he has sought refund. *The claim for refund will be made when the articles are presented at the designated post office for the first time after uploading the credit in the machines.*

The correctness of the claim for refund will be checked by the Authorized Officer and Supervisor from the Statements of Mailing containing ascending and descending register values pasted on PO Record Book which will tell the consumption of funds by the machine during the period. The consumption can be calculated by subtracting the reading of old ascending register (given on the last Statement of Mailing) from the reading of new ascending register (given in the latest Statement of Mailing). On this consumption the amount of rebate shall be calculated as per rate of rebate prescribed by the Department of Posts. The rebate will be sanctioned by Sub Postmaster/Postmaster of Designated Post Office/ FPO *Incharge of Designated Mail Office.*

The Franking Machine User will bring his Record Book for getting rebate from the Designated Office. A copy of the Form (Annexure 'S') after approval shall be pasted in the Record Book maintained by Designated Office and the FMU Record

Book by the Postal Assistant and it will be ensured by the Supervisor that it has been pasted correctly.

b) An additional 2% rebate will be allowed on presentation of pincode-wise sorted frank mails as per conditions prescribed by the Department of Posts.

c) Refund will be made for any impression made in error (less a deduction of 5% on face value) on surrendering the envelopes or wrappers, provided that the impression is legible and that the claim is preferred within one month of the date of the impression. The refund will be sanctioned by the competent authority after satisfying himself about genuineness of the claim on the recommendation of the concerned Postmaster/ Sub Postmaster/ Incharge of Mail Office and licensing authority.

d) The Franking Machine User shall apply to the Postmaster/Sub-Postmaster/ FPM Incharge of mail office for refund of un-utilized amounts in case of a faulty Postal Security Device or cancellation of License in the form Annexure 'T' indicating therein last readings of Ascending and Descending Meters and the amount lying un-utilized in the machine. The application/ claim will be forwarded to the competent authority for sanction through licensing authority.

e) The Postmaster/Sub-Postmaster/FPM/ Incharge of mail office will send a monthly statement to the Licensee Authority by 5th of every month in the following proforma

Name of Post Office/Mail Office/FPO :

Name of Month:

S.No.	Name of Franking Machine User	License Identifier	Customer Reference Number	Last Ascending Meter Reading	Present Ascending Meter Reading	Consumption	Rate of rebate	Amount of Rebate
1								
2								
3								
4								

f) The Licensing Authority will check the Calculation of Rebate for correctness.

CHAPTER 8

PROVISION FOR CHECKS/INSPECTION IN THE SYSTEM

- (a) The Authorized Officer shall also conduct inspection checks on each Franking Machine User located in his area at least once every year and match the register reading printout taken from the Franking Machine with the Statements of Mailing pasted in the Franking Machine User record book and Designated Office record book. He would also corroborate this data with the data hosted on the website on the basis of reports sent by RMFS servers during periodic dialing. A report of such a check will be sent to the Divisional Superintendent/Independent Gazetted Postmaster and be maintained in record.
- (b) The Authorized Officer shall visit such customers whose postal license has been cancelled before issuing their refund *after receipt of sanction from the competent authority* and operate their franking machine to verify that it is not able to print value franks and cannot re-credit from the RMFS Server.
- (c) 2 D barcode of franked mail posted in the post office or any other office shall be randomly scanned by postal assistant in order to check that frank impressions are genuine by comparing the information encoded in the barcode with the information printed on frank impression. This check will be exercised for franked mail presented by each licensee. The result of the check will be recorded in the error book
- (d) The franked mail received for delivery in post offices will be checked randomly to ensure that correct postage has been realized and establish the authenticity of franks by comparing the item counter value on the randomly selected franked article with the item counter value taken from the reports received from the RMFS servers and hosted on India Post website. The Authorized Officer shall conduct such a test every week. The inspection reports shall be sent to the Licensing Authority through Head Post Offices on a monthly basis. The Department of Posts Central Resource will review these reports and take appropriate action as called for in each case.
- (e) The authorized officer or any senior officer of India Post can randomly select by franked mail anywhere during its transmission and scan 2-D bar code to check for its authenticity. The 2D Bar Code will reveal the every important aspect of the franked article.

CHAPTER 9

LICENSE CANCELLATION

(I) Cancellation of licence on request of licensee.

a) In case where the Franking Machine User does not wish to use the Franking Machine any further he shall write a letter (as per Annexure 'T' in duplicate) to the Licensing Authority through SPM/PM/FPM/ Incharge of Designated Mail Office requesting cancellation of license and refund of money left in the Franking Machine. PM/SPM/FPM/SA before forwarding the letter to licensing authority will satisfy himself that request is genuine and Statement of Mailing attached is the copy of the last one presented to the Designated Office. No mail franked after the date of submission of application shall be accepted by the Designated office.

b) The Licensing Authority will subsequently access the webpage on the Department's website and set the status of the said License Identifier to 'Blocked' or 'Withheld'. Then the record on the DCR server will have the License Identifier with blocked status and with all other fields left blank. This leaves the option of reuse of PSD open as and when the original customer wants to reuse the machine after some time or the original customer sells the machine to another user. In any case the PSD reuse shall be possible only when a new license is issued and the information for status change and other update details are sent by the Licensing Authority through web interface. The file thus compiled at the DCR server shall be uploaded by the RMFS Server for updation of the Franking Machine User account in its database and for further relay of instructions to the machine when it dials the server.

c) *The Licensing Authority will depute an officer to visit the franking machine user premises to verify that the machine has dialed the server and has been rendered un-operational. He shall verify the register readings in the Franking Machine with reference to the Statement of Mailing received with the application for cancellation. He would also operate the Franking Machine to verify that it cannot print value franks and cannot download money in the machine.*

d) The Licensing Authority shall issue orders for cancellation of licence endorsing copy of this to the PM/ SPM/FPM/ Incharge of Mail Office for information and initiating action for refund of un-utilised amount. A suitable entry regarding cancellation of license will be made in the 'register of licenses issued' under the signature of licensing authority. The suitable remark as regards cancellation will be made in Designated Office Record Book by the Authorised Officer duly authenticated by the supervisor. Whenever refund of the un-utilized amount is made a suitable remark indicating sanction particulars and amount of refund will be recorded in Designated Office Record Book and FMU Record Book under authentication of PM/SPM/FPM/ Incharge of Mail Office.

(II) Cancellation of license in the cases of violation of condition prescribed for use of franking machine.

a) In case the Licensing Authority wants to cancel a License on suspicion of some misuse of the machine or violation of any conditions prescribed by the Department on receipt of a report from the designated office or otherwise, it shall access the webpage on the Department's website and set the status of the said License Identifier to 'Blocked' or 'Withheld'. The file thus made at the DCR server shall be downloaded to the RMFS server, so that the concerned franking machine can dial and update its status. The Authorised Officer shall ensure that in such cases the machine has to dial the server for updating its status. The intimation of suspension of License shall also be immediately sent to the Designated office such that no mail franked by the machine is accepted thereafter.

After the confirmation of violation of conditions the licensing authority shall cancel the License and set the status of the said License Identifier to 'Cancelled'. The Meter when 'suspended' (Blocked or Withheld) cannot be used for re-crediting unless the Licensing Authority sends intimation for activation. It is a temporary measure and can be reversed. The Meter 'Cancellation' is a non-reversible process i.e. a meter once cancelled cannot be used for re-credit or franking. In addition to this the meter is programmed through secure software by the Franking Machine Vendor in such a manner so that it cannot print value franks, it only prints an 'Uninstalled' impression or it would not print any impression. After cancellation of licence suitable entries will be made in the records i.e. register of 'licenses issued' and statement of mailing i.e. Record Book maintained by licensing authority and Postmaster / Sub Postmaster/ Incharge of Mail Office concerned respectively.

Thus a Franking Machine whose license is cancelled and the status of its License Identifier has been set as 'cancelled' on the RMFS Server can be safely left with the customer as it can never be used under any circumstances *whatsoever*. The Designated Office Record Book shall remain with the Post Office and the Franking Machine User Record Book shall remain with the Franking Machine User. The formats for intimation to the Department of Post Central Resource shall be as per Annexure 'U' and 'V' and the entries in such cases to be made in Designated Office and Franking Machine User Record Books under authentication of supervisor.

(b) The impression from a machine whose license is cancelled shall either not print any impression or give the print as given below:



CHAPTER 10.

MISCELLANEOUS

a) An advertisement impression may also appear alongside the date stamp impression provided that:-

(i) It relates solely to the business or professions of the licensee in case of individual Licensee. In case of commercial Licensee he can print advertisement only for the customer for whom he is franking the mail. For the FM used by the DOP it can also print 3rd party advertisements in addition to its own advertisements.

(ii) It is quite separate from the postal frank impressions.

(iii) The cost of programming of advertisement impression in the FM is met by the licensee.

b) The Franking Machine User can get approved from the licensing authority as many slogans and advertisements as he desires provided not more than one slogan or advertisement is used on one article.

c) The Department of Posts will not be responsible for any loss, which the licensee may incur due to cancellation of his license on account of misuse of the FM/ violation of any conditions prescribed for use of franking machine. However, any sum that may be due to the licensee on account of postage advance will be refunded to him and any sum that may be due to the Department on account of postage will be recovered from him. In case the licensee refuses to pay the amount of postage due, it will be liable to be recovered as land revenue under the provisions of the Indian Post Office Act of 1898.

d) Director General (Posts) reserves to himself to vary alter or supplement the condition given above. The license shall be subject to such varied altered and supplemented conditions with effect from the date of their notifications.

e) Change scenarios:

(1) Change in address of Franking Machine User within the jurisdiction of Licensing Authority without change in the Designated Post Office:

- The Licensee shall request the Licensing Authority for change of address. The Licensing Authority will get verified the revised address through PRI(P)/SDI(P)/ASPOs or any other Officer. After satisfying himself about the genuineness of the request and revised address, he will grant the request and communicate the same to the Licensee and the Designated

Office. He will also access the Department's web interface and update the new address. This file appended on the DCR server shall be sent to RMFS server. The Licensing Authority will make necessary corrections in the Register of Licenses issued and office copy of the License under his signature. Similarly the Incharge of the Designated Office will also correct the address of the licensee in copy of license kept in his office citing number and date of the letter of the Licensing Authority.

(2) Change in address of Franking Machine User within the jurisdiction of Licensing Authority with change in the Designated Office:

- The same procedure will be followed as stated in e) (1) above except that the Licensing Authority will change the Designated Office also in the web interface. The new Designated Office will be provided a copy of the Franking Machine License also. The old Designated Office will make suitable entry in copy of License kept in his office and Record Book of Posting and he will not accept posting.

(3) Change in address and location of Franking Machine User involving change in the Licensing Authority:

- On receipt of request from the Franking Machine User by the Licensing Authority regarding transfer of machine from the jurisdiction of one Licensing Authority to the other, he will satisfy himself that licensee has not violated any conditions prescribed for use of franking machine, no case for cancellation/suspension of license is pending/contemplated and no amount is due to be recovered from him. Thereafter, he shall set the status of the machine to 'blocked' on web interface for transmission to RMFS server through DCR server. The machine shall be made to dial the RMFS server for status updation. This will ensure that the machine is blocked and cannot frank. In such cases where the license is blocked and the other fields are nullified the license Identifier with its blocked status shall be visible to all Licensing Authorities. Then he will cancel the license and endorse copy of orders to the Licensee, Designated Office and DCR. The suitable entries as regards cancellation shall be made in the Register of Licenses Issued maintained by Licensing Authority and office copy of the License indicating the letter number and date. Similarly in Designated Office on receipt of cancellation order suitable remarks in Record Book of Posting will be made under the dated signature of Authorised Officer.

The customer will have to obtain a fresh License from the Licensing Authority under whose jurisdiction new Designated Office for posting falls. The customer shall also indicate in his application for license the funds register readings (ascending, descending, item counter) of the machine. The Licensing Authority shall issue the License number after necessary verification and send copies of the same to all concerned parties. Since the details of the blocked License Identifier are visible to all Licensing Authorities, the concerned Licensing Authority will

access the License Identifier that has been granted the new license and fill in the License issue details and set the status of the machine to 'Registered'. This file shall be picked up by the RMFS server. The designated post office will be given a copy of certificate of licence by the licensing authority.

- The Franking Machine shall have to dial the RMFS server for updating its status to 'Registered' and the new pincode before it begins its normal operation in the new location.

- When the Franking Machine User goes for the first time to deposit franked mail along with Statement of Mailing he must paste a zero value frank or a franking machine generated report indicating License Identifier, on his copy of FM Record Book.

(4) Change in License Identifier:

- In cases where change in License Identifier is requested on account of a faulty PSD and a new PSD is to be used the old license will be cancelled and a new license will be issued.

The FMU shall submit an application for fresh license through FMV with proof of payment of prescribed License fees. The Licensing Authority shall cancel the old License Identifier and issue the new License following the specified procedure.

In such a case the Licensing Authority shall first set the status of the old License Identifier to 'Cancelled'. It shall send a License issue file with all details filled in like the new License Number, new License Identifier, the FMU name, contact details etc. and set the status of the machine to 'Registered'.

Thereafter, RMFS server can download the file from the Department of Posts Centre Resource Server for updating its records.

- The Franking Machine Vendor shall also install the new Postal Security Device in the Franking Machine so that it can resume its normal operation.

- When the Franking Machine User goes for the first time to deposit franked mail along with Statement of Mailing he must paste a zero value frank on his copy of FM Record Book.

In case any Designated Office handling franked mail comes across a franked article which does not seem genuine to it despite cross checking from the DoP website and machine reports, it can send the scanned details of such a frank to the DoP Central Resource requesting authentication of frank. The DoP Central Resource sends such request to the concerned RMFS Server and receives the authentication report. The format for such communication between the DoP Central Resource and RMFS Server is specified in Annexure 'F'.

f) Review of the Operating Procedure: The issues of allowing posting of franked mail at more than one post office and necessity of presentation of Statement of Mailing etc. will be reviewed in consultation with Technology Division of the Directorate after introduction of Remotely Managed Franking System.

CHAPTER-11

ACCOUNTING PROCEDURE OF RMFS

1. **License/Renewal Fees:** The person intending to apply for a license and/or renewal of the license for the Remotely Managed Franking System (**RMFS**), shall deposit the prescribed license/renewal fee in any post office and obtain a receipt in the form ACG-67. The receipt in original will be enclosed with the prescribed application from by the applicant. Accounting procedure of the License and Renewal Fee, in the Sub Post Offices, Head Post Offices and Postal Accounts Offices will be the same as in the case of existing franking machine license.

2. The **RMFS** User shall deposit the advance postage in the Department's account with the designated Bank's (i.e. State Bank of India) Branch through a prescribed challan containing inter alia the Department's AQCCOUNT Number/Code, Licensee's particulars, amount to be deposited in cash/through cheque/Demand Draft/Electronic Fund Transfer, etc. The challan shall be prepared in triplicate. On deposit, the Bank shall return one receipted copy of the challan to the RMFS user for his record and retain two receipted copies with it.

3. At end of the day (EOD), the **relevant bank branch** in addition to the statement/information to be sent by it to their own office (s)/branch (es), shall generate necessary RMFS User License-wise statement/scroll of the amounts deposited and send the same along with one copy each of the receipted challans to the concerned Circle Postal Accounts Office (**CPAO**) on a daily basis. On receipt of the said information the Circle Postal Account Office shall enter the same in a register to be maintained for watching credits of the amounts through Advice of Transfer Credit (ATC) from the Circle Postal Accounts Office, Delhi.

4.(i) The **Dealing Bank Branch of the State Bank of India, (i.e. New Delhi Main Branch (code 00691), 11 Parliament Street, New Delhi-110001)**, on the basis of information received by it through their network from various branches all over the country, shall generate a statement of Credits in respect of the amounts deposited by the RMFS user on a daily basis and furnish the same to the Nodal post office; New Delhi GPO, New Delhi-110001.

(ii) On receipt of the Statement of credits, **New Delhi GPO** Shall:

(a) Reflect the total amount as “**postage realized in cash through Remotely Managed Franking Machines**” on receipts side of their Cash Book and Cash Account to be furnished to the Circle Postal Accounts Office (CPAO), Civil Lines, Delhi-110054 and simultaneously.

(b) Show the same amount on payment side of the Cash Book/Cash Account under “**Public Sector Bank Suspense (State Bank of India Suspense)**” in order to make their accounts agree.

(iii) On receipt of accounts from New Delhi GPO, the Circle PAO, Delhi, shall book the amounts as under:

(a) The amount shown as “ Postage realized in Cash through Remotely Managed Franking Machines”, **shall be credited** to the ;

Major Head : **1201**-Postal Receipts.
Sub Major Head : **00**
Minor Head : **101**-Sale of Postage Stamps.
Sub Head : **07**-Postage Realized in Cash through
Remotely Managed Franking Machines

b) The amount shown as “public Sector Bank Suspense (Ste Bank of India Suspense) **shall de debited** to the:

Major Head : **8661**-Suspense.
Sub Major Head : **00**
Minor Head : **108**-Public Sector Bank Suspense.
Sub Head : **02**-State Bank of India Suspense.

5. (I) The Sate Bank of India, New DELHI Main Branch, shall also generate:

(i) A consolidated License-wise Statement of Credits and
(ii) Postal Circle-wise Statements of Credit, of the postage deposited by RMFM Users throughout the country, in chronological order, on a monthly basis and shall send the same to the General Manager (PAF), Postal Accounts Office, Civil Lines, Delhi-110054, by the 5th day of the succeeding month positively.

(II) Role of Circle Postal Accounts Office, Delhi:- On receipt of the above said statements from the State Bank of India (Main Branch), New Delhi, shall cross check the entries in the consolidated statement with the entries

(i) in the Circle-wise statements received therewith and
(ii) in the entries (of credits and State Bank Suspense) shown in the Cash Account of New Delhi GPO, to ensure that the entries in each of the three sets of statement/accounts tally with each other. The discrepancy, if any, shall be noted in the Objection Book, taken up with the Bank and/or New Delhi GPO immediately and sorted out by the end of the month positively.

(III) On carrying out necessary check/cross checks, the CPAO, Delhi shall transfer the credits for the amounts shown in the relevant Statement of Credits in respect of the Circle (other than Delhi), to the concerned CPAOs, through the Advice of Transfer Credit (ATC), by the 10th of that month. The accounting entries in CPAO, Delhi, shall be passed as under:

(a) The transferred amount **shall be shown as Deduct (Minus Credit) Transfer** under the:

Major Head : **1201-Postal Receipts.**
 Sub Major Head : **00**
 Minor Head : **101-SALE OF Postage Stamps.**
 Sub head : **07-Postage Realized in Cash through Remotely Managed Franking Machines.**
Deduct amount transferred to.....Circle.

(b) With **Credit** to the

Major Head : **8782-Cash Remittance & Adjustments from and to Postal Accounts Offices.**
 Sub Major Head : **00**
 Minor Head : **121-Postal Remittance.**
 Sub/detailed Head : **05-Revenue Realized through Remotely Managed Franking Machines Remittances from and to PAOs:**
(01)-Kolkata, (02)-Nagpur, (03)-Delhi, (04)-chennai, (05)-Kapurthala, (06)-hyderabad,(07)-Jaipur (08)Trivandrum. (09)-Cuttack,(10)-Bangalore,(11)-Bhopal, (12)- Lucknow, (13)-Patna,(14)-Ambala, (15)-Ahmedabad,(16)-Sundernagar, (17)-Guwahati, (18)-Shillong, (19)-Jammu (20)-APS Pay & Accounts Office, Nagpur.

6. Role of other Circle Postal Accounts Offices (other than Delhi):- On receipt of the Advice of Transfer Credit (ATC), from the Circle Postal Accounts Office, Delhi, shall cross check the entry in a register to be maintained for watching credits of the amounts through Advice of Transfer Credits (ATC) from the Circle Postal Accounts Office, Delhi as mentioned in the para-3 of Accounting Procedure. The discrepancy, if any, shall be noted in the Objection Book, taken up with the concerned State Bank of India/CPAO Delhi and New Delhi GPO immediately and sorted out by the end of the month positively. The accounting entries in the concerned Circle Postal Accounts Office, shall be passed as under:-

(a) Transferred amount shall be shown as Transfer Credit under the;

Major Head : **1201-Postal Receipts.**
 Sub Major Head : **00**
 Minor Head : **101-Sale of Postage Stamps.**
 Sub Head : **07-Postage Realized in Cash through Remotely Managed Franking Machines.**

With debit to the;

Major Head : **8782**-Cash Remittance & Adjustments from
and to Postal Accounts Offices.

Sub Major Head : **00**

Minor Head : **121**-Postal Remittances.

Sub/Detailed Head : **05**- Revenue Realized through Remotely
Managed Franking Machines Remittances
from Postal Accounts Office Delhi.

7. The Rebates and Refund of RMFS to the Franking Machines Users (FMU) shall be shown under the:

a. Refund:

Major Head : **1201**-Postal Receipts.

Sub Major Head : **00**

Minor Head : **101**-Sale of Postage Stamps.

Sub Head : **07**-Postage Realized in Cash through
(RMFS)
01-Deduct:Refund of Postage realized
Through RMFS.

b. Rebate & Refund

Major Head : **3201**-Postal Services.

Sub Major Head : **02**-Operation

Minor Head : **101**-Postal Network

Sub& Detailed Head : **74**-(i)Payment of rebate on resetting of
RMFS.
(ii) Payment of refund on cancellation of
License of RMFS.

Classification of RMFS Credits through e-payment

The classification of RMFS credit through e-payment will remain same as mentioned in the Accounting Procedure for RMFS deposits.

ANNEXURES

Annexure 'A'

**APPLICATION FOR LICENSE TO USE A
FRANKING MACHINE**

[Ref. Para 1(c)-ch.2]

(Name & full address of the applicant)

To,

The _____(Licensing Authority)

Through: (Name & Address of the Supplier)

Sir,

I/We do hereby apply for the grant of Individual/Commercial (*Tick mark the one applicable*) license for the use of Postal Franking Machine Model..... , manufactured by, License Identifier duly approved by the Department of Post for postal franking of articles to be Posted by/on behalf of me/us or mine/our concern or on behalf of my customers (strike out whichever is not applicable) as specified in the instructions for use of franking machines as a means of payment of postage as per Postal rates.

2. The Postal articles will be tendered for Posting in----- Post Office/FPO/Sorting Office/Mail Office. (*This must be filled in after prior consultation with Licensing Authority*)

.....

3. I/We have at present the following franking machine(s)* in our possession and use:

S.No.	License Identifier	Manufacturer	Date of Issue of License	Franking Machine Vendor Particulars	Licensing Authority

* Information may also include in respect of franking machines not operated under RMFS

4. I/We hereby apply for being permitted to use the following slogans with the impression of the Franking Machine on Postal articles sent/booked by me/us on one article.

i)

ii)

iii)

iv)

5. I/We hereby declare that the Franking Machine(s) will be located at the address given below and shall be available for inspection at the reasonable time by any Postal Official authorised in this behalf without notice. Location will not be changed without prior permission of licensing authority.

Address of location:-

.....

6. I/We am enclosing ACG 67 receipt no.dated.....issued byPost Office in token of having deposited as License Fee of Rs.375/-.

7. A list of clients along with their consent is enclosed (Applicable only in case of commercial licensee)

8. I/We have read the Standard Operating Procedure on RMFS and the following conditions and agree to abide by them and those modified and/prescribed herein after and bind myself/ourselves for any action, including cancellation of License, proposed for violation of any of the prescribed conditions without any reservation:

i) I/We shall be responsible for any loss or damage caused to me/us due to purchase of unapproved model or defective machine or any damage done to the Franking Machine.

ii) I/We shall ensure regular use of the Franking Machine unless there are unavoidable circumstances for non-use of the same, the intimation in respect of which will be given to the concerned licensing authority and the Designated Office.

iii) I/We hereby also agree to pay to the OEM vendor the fee for remote resetting service in advance at the beginning of each year.

iv) I/We shall take adequate steps to guard against fraudulent use of the Franking Machine.

v) I/We shall tender all Postal articles in the Designated Post Office and/or office as prescribed in the license.

vi) I/We shall also maintain the prescribed records which will be open to check by any authorised officer / official of the Department of Posts.

vii) I/We hereby also agree that the maintenance service of the Franking Machine or any repairs thereto including replacement of any part thereof will be carried out by the Franking Machine Vendor only. Postal security device will not be repaired under any circumstances.

Yours sincerely,

(Authorised Signatory)

Signature & Seal

Franking Machine User

Date:-.....

Encl: as above.

Endst. No..... dated.....

Zero Value Frank or a report from the machine indicating License Identifier
pasted here and particular verified:

(Authorised Signatory)

Signature & Seal

Franking Machine Vendor

Date:-

Issued License No./CRN on .../.../.....

Signature of the Licensing Authority

and

Designation stamp

CHECKLIST FOR VERIFICATION [Ref. Ch.2, Para 1,(d)]

1. Name of Applicant / Firm
2. Whether the firm is registered under the Indian Companies Act
3. Exact location of the premises
4. Whether it is a single owner or a partnership firm
5. If it is a partnership firm the name and residential address of the partners with signatures.
6. Name and permanent address of the Proprietor/Managing Partner, if any.
7. If it is an Export House Case No. of the Reserve Bank and period of validity (attach photocopy)
8. If it is a Travel Agency Authority No. of the Ministry of Labour (attach photocopy)
9. Tenancy proof of the premises under occupation (attested copy of latest rent receipt / rent deed to be supplied)
10. Name and address of Bankers and period from which holding the account
11. Income Tax Permanent Account Number of the firm, if any.
12. Full name and permanent address of the person with Specimen Signature who is authorised to act on behalf of the firm, if any. Copy of such authorisation to be attached.
13. Sales Tax No., if any.
14. Nature of business.
15. Contact Phone Number
16. Misc.

Signature of Applicant with stamp Verification report of

Authorised Officer with his recommendation

Signature of the verifying officer
(with designation stamp and date)

FRANKING MACHINE CERTIFICATE OF LICENSE

(Generated in the system) [Ref Ch. 2, Para 1. (e)]

1. License Identifier of the machine :

2. Name and address of the Licensee :

3. Location of the machine :

4. Contact no. :

5. E-mail (if any)

6. Particulars of Franking Machine

(i) Name & address of the Supplier :

(ii) Model Name :

7. Customer Reference Number (CRN) & Date :

(To be filled by Licensing Authority)

8. Period of validity : From.....To.....

(For the license issued first time)

Period of renewal	Signature of licensing authority
----------------------	-------------------------------------

9. Renewal Order No. & Date :

(If applicable)

10. Office of Posting :

11. Pincode of Licensee's Office :

(To be printed on the frank)

Date

Signature of Licensing Authority

with designation stamp

Note 1: This certificate shall be pasted on the Record Books maintained by Franking Machine User and Post Office.

Annexure ‘D’

METHOD OF ALLOCATING CRN

& CODES FOR CIRCLES & DIVISIONS [Ref. Ch. 2, Para 1, (e)]

Customer Reference Number shall be allocated as under:

The first two characters shall be alphabets indicating Code of Circle, next two numeric digits shall indicate Code of Division/ Independent Post Office followed with a five digit running serial number starting with 00001.

Thus the first Customer Reference Number issued by New Delhi GPO Division in Delhi shall be DL0900001. The codes are given below:

1). The codes of Circles are given below.

Andhra Pradesh	- AP
Assam	- AS
Bihar	- BH
Chhattisgarh	- CG
Delhi	- DL
Gujarat	- GJ
Haryana	- HR
Himachal Pradesh	- HP
Jammu & Kashmir	- JK
Jharkhand	- JH
Karnataka	- KN
Kerala	- KR
Madhya Pradesh	- MP
Maharashtra	- MH
North East	- NE
Orissa	- OR
Punjab	- PB
Rajasthan	- RJ
Tamil Nadu	- TN
Uttaranchal	- UA
Uttar Pradesh	- UP
West Bengal	- WB
Base Circle (APS)	- BC

2) The Codes of the Divisions/Units are as below.

ANDHRA PRADESH CIRCLE

Code Name of Division

Code	Name of Division	Code	Name of Division
01	Adilabad	25	Nalgonda
02	Amalapuram	26	Nandayal
03	Anakapalle	27	Nellore
04	Anantapur	28	Narasaraopet
05	Bhimavaram	29	Nizamabad
06	Chittoor	30	Prakasam
07	Cuddapah	31	Parvatipuram
08	Eluru	32	Peddapalli
09	Gudivada	33	Prodattur
10	Gudur	34	Rajahmundry
11	Guntakal	35	Sangareddy
12	Guntur	36	Secynderabad
13	Hanamkonda	37	Srikakulam
14	Hindupur	38	Suryapet
15	Hyderabad GPO	39	Tadepalligudam
16	Hyderabad city	40	Tenali
17	Hyderabad S.E.	41	Tirupati
18	Kakinada	42	Vijayawada
19	Karimnagar	43	Vishakhapatnam
20	Kurnool	44	Vizianagaram
21	Khammam	45	Wanarpathy
22	Mahbubnagar	46	Warangal
23	Masulipatnam		
24	Medak		

ASSAM CIRCLE

Code Name of Division

01	Cachar
02	Darrang
03	Dibrugarh
04	Gawahati
05	Goalpara
06	Nalbari

07	Nowgong
08	Sivasagar
09	Tinsukia

BIHAR CIRCLE

Code	Name of Division
01	Aurangabad
02	Begusarai
03	Bhagalpur
04	Bhojpur
05	W. Champaran
06	E. Champaran, Motihari
07	Darbhanga
08	Gaya
09	Madhubani
10	Munger
11	Muzaffarpur
12	Nawada
13	Nalanda
14	Patna Dn.
15	Patna GPO
16	Purnea
17	Rohtas. Sasaram
18	Saharsa
19	Samastipur
20	Saran, Chapra
21	Sitamarhi
22	Siwan
23	Vaishali, Hajipur

CHHATISGARH

Code Name of Division

01. Baster Jagdalpur

02. Bilaspur

03. Durg

04. Raigarh

05. Raipur

DELHI CIRCLE

Code Name of Division

01. N.D.Central

02. Delhi East

03. Delhi North

04. ND South East

05. ND South West

06. ND West

07. Delhi GPO

08. Indraprastha HO

09. New Delhi GPO

10. Krishna Nagar HO

11. Lodi Road HO

12. Parliament Street HO

13. Ramesh Nagar HO

14. Sarojini Nagar HO

GUJRAT CIRCLE

Code Name of Division

01 Ahmedabad City Dn.

02. Ahmedabad GPO

03. Amreli

04. Anand
05. Banasanktha
06. Bardoli
07. Bharuch
08. Bhawnagar
09. Gandhi Nagar
10. Gondal
11. Himatnagar
12. Jamnagar
13. Junagarh
14. Kheda, Nadiad
15. Kutch, Bhug
16. Mahesana
17. Navsari
18. Palanpur
19. Panchmahal
20. Patan
21. Porbandar
22. Rajkot
23. Sabarkantha
24. Surandranagar
25. Surat
26. Vadodara (E)

27. Vadodara (U)
28. Valsad

HARYANA

Code Name of Division

01. Ambala
02. Bhiwani
03. Faridabad
04. Gurgaon
05. Hissar
06. Karnal
07. Kurukshetra
08. Rohtak
09. Sonapat

HIMACHAL PRDESH

Code Name of Division

01. Chamba
02. Dehra
03. Dharmasala
04. Hamirpur
05. Mandi
06. Rampur Bushahr
07. Shimla

08. Solan

09. Una

JAMMU AND KASHMIR

Code Name of Division

01. Baramulla

02. Jammu

03. Ladakh

04. Rajouri

05. Srinagar

06. Udhampur

JHARKHAND

Code Name of Division

01. Dhanbad

02. Giridh

03. Hazaribagh

04. Palamau, Daltonganj

05. Ranchi

06. Singhbhum, Jamshedpur

07. Santhal Pargana, Dumka

KARNATAKA CIRCLE

Code	Name of Division
01.	Bagalkot
02.	Bangalore East
03.	Bangalore South
04.	Bangalore West
05.	Bangalore City H.O.
06.	Bangalore GPO
07.	Basayagundi
08.	Belgaum
09.	Bellary
10.	Bidar
11.	Bijapur
12.	Channapatna
13.	Chikmagalure
14.	Chikodi
15.	Chitradorga
16.	Dharwad
17.	Gadag
18.	Golal
19.	Gulbarga
20.	Hassan
21.	Haveri
22.	Karwar

23. Kodagu
24. Kolar
25. Mandya
26. Mangalore
27. Mysore
28. Nanjangud
29. Puttur
30. Raichur
31. Rajaji Nagar H.O.
32. Shimoga
33. Sirsi
34. Tumkur
35. Udupi

KERALA CIRCLE

Code Name of Division

01. Alappuzha
02. Aluva
03. Changanacherry
04. Ernakulam
05. Idukki
06. Irinjalenkuda
07. Kannur

08. Kasargod
- 09 Kollam
10. Kottayam
11. Kozhikode
12. Lakshadweep
13. Manjeri
14. Mavelikara
- 15 Ottapalam
- 16 Palakkad
- 17 Pathanamthitta
18. Thalassery
19. Thiruvananthapuram(N)
20. Thiruvananthapuram (S)
21. Thrissur
22. Tirur
23. Tiruvalla
24. Vadakara

MADHYA PRADESH CIRCLE

Code Name of Division

01. Balaghat
02. Bhopal Dn.
03. Chhatarpur

04. Chhindwara
05. Guna
06. Gwalior
07. Hoshangabad
08. Indore City
09. Indore Mfl
10. Jabalpur
11. Khandwa
12. Mandsaur
13. Morena
14. Ratlam
15. Rewa
16. Sagar
17. Sehore
18. Shahdol
19. Ujjain
20. Vidisha

MAHARASHTRA CIRCLE

Code Name of Division

01. Ahmednagar
02. Akola
03. Amaravati

04. Aurangabad
05. Beed
06. Bhusaval
07. Buldana
08. Chandrapur
09. Dhule
10. Girgaon H.O.
11. Goa
12. Jalgaon
13. Kalbadevi H.O.
14. Kolhapur
15. Malegaon
16. Mandvi H.O.
17. Mumbai GPO
18. Mumbai City East Dn.
19. Mumbai City North Dn.
20. Mumbai City North East
21. Mumbai City North West
22. Mumbai City West
23. Mumbai City South
24. Nagpur City
25. Nagpur Mfl
26. Nanded

27. Nasik
28. Navi Mumbai
29. Osmanabad
30. Parbhani
31. Pandharpur
32. Pune City East
33. Pune City West
34. Pune Mfl
35. Raigarh Dn.
36. Ratnagiri
37. Sangli
38. Satara
39. Shrirampur
40. Sindhudurg
41. Solapur
42. Thane Central
43. Thane West
44. Wardha
45. Yavatmal

NORTH EASTERN CIRCLE

Code Name of Division

01. Arunachal Pradesh
02. Dharamnagar

- 03. Manipur
- 04. Meghalaya
- 05. Mizoram
- 06. Nagaland
- 07. Tripura, Agartala

ORISSA CIRCLE

Code Name of Division

- 01. Aska
- 02. Bolangir
- 03. Balasore
- 04. Berhampur (Gm)
- 05. Bhadrak
- 06. Bhubaneswar
- 07. Cuttack City
- 08. Cuttack North
- 09. Cuttack South
- 10. Dhenkanal
- 11. Kalashandi
- 12. Kaonjhar
- 13. Koraput
- 14. Mayurbhanj
- 15. Phulbani
- 16. Puri

17. Sambalpur

18. Sundergarh

PUNJAB CIRCLE

Code Name of Division

01. Amritsar

02. Bathinda

03. Chandigarh

04. Faridkot

05. Ferozpur

06. Gurdaspur

07. Hoshiarpur

08. Jalandhar

09. Kapurthala

10. Ludhiana

11. Ludhiana Mfl

12. Patiala

13. Sangrur

RAJASTHAN CIRCLE

Code Name of Division

01. Ajmer

02. Alwar

03. Barmer

04. Beawar

05. Bharatpur

06. Bhilwara

07. Bikaner

08.	Chittorgarh
09.	Churu
10	Dhholpur
11	Dungarpur
12	Jaipur City
13	Jaipur Mfl
14	Jhunjhunu
15	Jodhpur
16	Kota
17	Nagaur
18	Palimarwar
19	Sawai Madhopur
20	Sikar
21	Sirchi
22	Sriganganagar
23	Tonk
24	Udaipur

TAMIL NADU CIRCLE

Code	Name of Division
01.	Anna road H.O.
02	Arakonam
03	Chennai City Central Dn.
04.	Chennai City North
05.	Chennai City South
06.	Chennai GPO
07.	Chinglepatthu
08.	Coimbatore
09.	Cuddalore
10.	Dharmapuri
11.	Dindigul
12.	Erode
13.	Kanchipuram
14.	Kanyakumari
15.	Karaikudi
16.	Karur
17.	Kovilpatti

18.	Kumbakonam
19	Madurai
20	Mayiladuthurai
21	Nahanttinam
22	Namakkal
23	Nilgaris
24	Pattukkottai
25	Pollachi
26	Pondicherry
27	Pudukottai
28	Ramanathapuram
29	Selem (E)
30	Selem (W)
31	Sivaganga
32	Srirangam
33	Tambaram
34	Thanjayur
35	Theni
36	Tiruvelveli
37	Tirupattur
38	Tirupur
39	Tiruvannamalai
40	Tiruchirappalli
41	Tuticorim
42	Vellore
43	Virudunagar
44	Vrichachalam

UTTAR PRDESH CIRCLE

Code	Name of Division
01	Agra
02	Allahabad
03	Aligarh
04	Azamgarh

05	Badaun
06	Bahraich
07	Ballia
08	Banda
09	Barabanki
10	Bareilly
11	Basti
12	Bijnor
13	Bulandshahr
14	Deoria
15	Etah
16	Etawah
17	Faizabad
18	Fatehgarh
19	Fatehpur
20	Ghaziabad
21	Ghazipur
22	Gonda
23	Gorakhpur
24	Hardoi
25	Jaunnur
26	Jhansi
27	Kanpur City
28	Kanpur Mfl
29	Kanpur H.O.
30	Kheri
31	Lucknow
32	Lucknow GPO
33	Mainpuri
34	Mathura
35	Meerut
36	Mirzapur
37	Moradabad
38	Muzaffarnagar
39	Pratapgarh
40	Rai Bareli
41	Saharanpur
42	Shahjahanpur

- 43 Sitapur
- 44 Sultanpur
- 45 Varanasi (W)
- 46 Varanasi (E)

UTTRAKHAND

Code Name of Division

- 01. Almora
- 02. Chamoli
- 03. Dehradun
- 04. Nainital
- 05. Pauri .
- 06. Pithoragarh
- 07. Tehri .

WEST BENGAL CIRCLE

Code	Name of Division
01	Alipore H.O.
02	A&N Islands
03	Asansol
04	Barasat
05	Barabazar H.O.
06	Bankura
07	Birbhum
08	Burdwan
09	Contai
10	Cooch Behar
11	Darjeeling
12	Hoogly (N)
13	Hoogly (S)
14	Howrah
15	Jalpaiguri
16	Kolkata GPO

17	Kolkata City Central Dn.
18	Kolkata City East
19	Kolkata City North
20	Kolkata City South
21	Malda
22	Midnapore
23	Murshidabad
24	Nadia (N) Krishnanagar
25	Nadia (S) Kalyani
26	North Presidency
27	South Presidency
28	Purulia
29	Sikkim
30	Tamluk
31	Dinajpur Balurghat

BASE CIRCLE APS

Codes for Units of Licensing Authorities in APS will be issued by Base Circle APS on the pattern of Codes assigned to Postal Civil Units as above and same will be intimated to DG(Posts).

Note: Code may be assigned to new Division/ independent gazetted post office in Postal Circles by CPMG/ PMG on above pattern, whenever, a new licensing unit i.e. Division/ independent gazetted post office is created and same will be communicated to DG(Posts).

FORMAT OF REGISTER OF LICENSES ISSUED

(To be designed Vertically and separate page for each license may be assigned)
[Ch. 2, para 1, (e)]

S.No.		
01	Name of Franking Machine User	
02	Address	
03	Contact No.	
04	Customer Reference Number	
05	License Identifier	
06	Location of machine	
07	Model	
08	Date of Issue of License	
09	Date of Expiry of License	
10	Signature of Licence Authority	
11	Date of Renewal of License	
12	Date of Expiry of renewed License	
13	Signature of Licensing Authority	

Note: Rows 11 to 13 will go on repeating as and when license is renewed.

**DIGIFRANK PLUS
REMOTELY MANAGED FRANKING SYSTEM**

**FORMATS FOR COMMUNICATION BETWEEN
BANK SERVER & DOP SERVER AND
DOP SERVER & RMFS SERVER**

Version 1.5

23 Jan 2009

**Issued by
Software Development Centre
Postal Training Centre, Mysore - 570010**

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VERSION HISTORY

Version Number	Release Date	Sections changed
1.0	03.06.2008	All
1.1	13.06.2008	
1.2	04.07.2008	
1.3	26.12.2008	<ul style="list-style-type: none"> • Information regarding padding of fields added in Generated file format • Record type changed from 'C-Cancellation' to 'S-Status' in Line L of License Renew/ Fm Status/ Address Change File • Acknowledgement file will be there for license transactions also but without transaction ID • Line prefix changed from P to L in Line L, description changed from P Lines to L Lines in Line F of Acknowledgement file • File name format changed from Dop_Funds_xxxxxxx_ddmmyyyynn.txt to F/N/P_Dop_Funds_xxxxxxx_ddmmyyyynn.txt in Funds file from DOP to RMFS. • Daily statistics info of Usage file should contain register readings at the end of the day.
1.4	15.01.2009	<ul style="list-style-type: none"> • Field width of Filename in acknowledgement file increased from 30 to 35 • Record type 'I-Identifier Change' is removed in Line L of License Renew/ Fm Status/ Address Change File • Record type changed from 'S-Status' to 'C-Cancellation' in Line L of License Renew/ Fm Status/ Address Change File • Product details info Line changed to cumulative for the given period instead of daily basis and the field width of weight is increased from 8 to 15 as it is in grams.
1.5	23.01.2009	<ul style="list-style-type: none"> • Transaction ID field width is fixed as 10 • Included License information file from DOP to Bank server

Information regarding generated file formats

- The output file will be in text format (with .txt extension)
- In file name, xxxxxxxx is the eight digit file sequential number and ddmmyyyynn is the file creation date with 'nn' as sequential number for that particular date.
- Each line starts with a line prefix
- Character “,” comma will be used as delimiter i.e., field separator
- A monetary field will not have any decimal separator. (Last two digits will be treated as decimal places for Funds deposited, meter reading, control total fields).
- Padding will be there only for file sequential number field and not for any of the other fields

LICENSES ISSUED FILE

- Contains details of new licenses issued to a licensee for posting of franked articles by the licensee at a designated PO
- Will be sent from DOP Server to RMFS server

File name format:- P/F/N_LicIss_xxxxxxx_ddmmyyyynn.txt

Header Record

	Description	Comment/ Values	Size	Format (Data type)
Line H	Line Prefix	H – Header	1	Fixed (A)
	File sequential number	Sequential no	8	
	Date/ Hour Creation file	Date/ Hour Creation file	14	DDMMYYYYHHMMSS (N)

Licensee Address info Record

	Description	Comment/ Values	Size	Format (Data type)
Line C	Line Prefix	C – Licensee info	1	Fixed (A)
	License Identifier	Unique identifier for each customer account	7	(AN) (1+6)
	License Number (CRN)	Issued by Licensing Authority	9	(AN) (2+7)
	Date of issue of License		14	DDMMYYYYHHMMSS
	Licensee Name		30	(AN)
	Postal Address1		30	(AN)
	Postal Address2		30	(AN)
	City/ Town		30	(AN)
	District		30	(AN)
	State		30	(A)
	Pincode		6	(N)
	Contact Person		30	(AN)
	Contact Number		13	(N)
	Vendor Name		30	(AN)
	Vendor Postal Address1		30	(AN)
	Vendor Postal Address2		30	(AN)
	Vendor City/ Town		30	(AN)
	Vendor District		30	(AN)
	Vendor State		30	(A)
	Vendor Pin code		6	(N)

	Vendor Contact Person		30	(AN)
	Vendor Contact Number		13	(N)
	License Type	Individual/ Commercial	10	Fixed (A)
	Date of expiry of license		14	DDMMYYYYHHMMSS
	Licensing authority		30	(A)
	Designated Post Office/DMO/DFO		30	(A)
	FM Status	Registered/ Blocked/ Withheld/ Cancelled	16	(A)

Footer Record

	Description	Comment/ Values	Size	Format (Data type)
Line F	Line Prefix	F – Footer	1	Fixed (A)
	File sequential number	Sequential no	8	
	No. of C lines in the file	No. of Customers information included in the file	8	

LICENSE RENEW/ FM STATUS/ ADDRESS CHANGE FILE

- Contains details of licenses renewed by the DOP/ Change in FM status
- Will be sent from DOP to RMFS server

File name format:- P/F/N_LicMod_xxxxxxxx_ddmmyyyynn.txt

Header Record

	Description	Comment/ Values	Size	Format (Data type)
Line H	Line Prefix	H – Header	1	Fixed (A)
	File sequential number	Sequential no	8	
	Date/ Hour Creation file	Date/ Hour Creation file	14	DDMMYYYYHHMMSS (N)

License info Record

	Description	Comment/ Values	Size	Format (Data type)
Line L	Line Prefix	L – License info	1	Fixed (A)
	Record Type	R – Renewal A – Address Change S – Status	1	Fixed (A)
	Old License Identifier	Unique identifier for each customer acct	7	Fixed (AN)
	New License Identifier		7	Fixed (AN)
	Old License Number (CRN)	Issued by Licensing Authority	9	(AN)(2+7)
	New License Number (CRN)	Issued by Licensing Authority	9	Fixed (AN)
	License Type	Individual/ Commercial	10	Fixed (A)
	License Issue Date		14	DDMMYYYYHHMMSS
	Date of expiry of license		14	DDMMYYYYHHMMSS
	License cancellation date		14	DDMMYYYYHHMMSS
	Licensing authority		30	(A)
	Designated PO/DMO/DFO		30	(A)
	Licensee Name		30	(A)
	Postal Address1		30	(A)
	Postal Address2		30	(A)
	City/Town		30	(A)
	District		30	(A)
	State		30	(A)

	Pincode		6	(N)
	FM Status	Registered/ Blocked/ Withheld/ Cancelled	16	(A)

Footer Record

	Description	Comment/ Values	Size	Format (Data type)
Line F	Line Prefix	F – Footer	1	Fixed (A)
	File sequential number	Sequential no	8	
	No. of L lines in the file	No. of License info lines information included in the file	8	

**ACKNOWLEDGEMENT FILE FOR VALIDATING INPUTS
RECEIVED FROM DOP , SENT FROM RMFS TO DOP**

- Contains validation status of the Information received from DOP on each transaction.
- Will be sent from RMFS server to DOP Server
- For credit transaction acknowledgements Transaction ID will be there and for license transaction acknowledgements Transaction ID field will be blank

File name format:- F/N/P_ACK_XXXXXXX_ddmmyyyyn.txt

Header Record

	Description	Comment/ Values	Size	Format (Data type)
Line H	Line Prefix	H – Header	1	Fixed (A)
	File sequential number	Sequential no	8	
	Date/ Hour Creation file	Date/ Hour Creation file	14	DDMMYYYYHHMMSS (N)

Acknowledgement Record

	Description	Comment/ Values	Size	Format (Data type)
Line L	Line Prefix	L- Acknowledgement Line info	1	Fixed (A)
	File Name	Input file name being used for validation	35	Fixed (AN)
	License Identifier	Unique identifier for each customer account	7	(AN) (1+6)
	Transaction ID		10	(AN)
	License Number (CRN)		9	(AN) (2+7)
	FMU Name/Licensee		30	(A)
	Renew/Change status		2	(N) 00 – Input Accepted 01 – Invalid License Identifier 02 – Invalid License Number 03 – Inconsistent License Identifier and Number 04 – Customer Account withheld 05- Transaction ID already exists 06 – Others

Footer Record

	Description	Comment/ Values	Size	Format (Data type)
Line F	Line Prefix	F – Footer	1	Fixed (A)
	File sequential number	Sequential no	8	
	No. of L lines in the file	No. of Acknowledgement lines information included in the file	8	

LICENSE INFORMATION FILE FROM DOP TO BANK

- Contains information regarding franking machine users from whom credits are to be accepted by the Bank for setting/ resetting of the franking machine.
- Will be sent from DOP server to Bank Server

File name format:- DOP_XXXXXXXX_ddmmYYYYnn.txt

Header Record

	Description	Comment/ Values	Size	Format (Data type)
Line H	Line Prefix	H – Header	1	Fixed (A)
	File sequential number	Sequential no	8	
	Date/ Hour Creation file	Date/ Hour Creation file	14	DDMMYYYYHHMMSS (N)

License info Record

	Description	Comment/ Values	Size	Format (Data type)
Line L	Line Prefix	L – License info	1	Fixed (A)
	License Identifier	Unique identifier for each customer acct	7	Fixed (AN) (1+6)
	License Number (CRN)	Issued by Licensing Authority	9	(AN) (2+7)
	FMU Name/ Licensee		30	(A)
	Status		8	Active/ Inactive

Footer Record

	Description	Comment/ Values	Size	Format (Data type)
Line F	Line Prefix	F – Footer	1	Fixed (A)
	File sequential number	Sequential no	8	
	No. of L lines in the file	No. of License info lines information included in the file	8	

FUNDS FILE FROM BANK TO DOP

- Contains the deposits made by a franking machine user in Bank for setting/ resetting of the franking machine.
- Will be sent from Bank server to DOP Server

File name format:- Bank_xxxxxxxx_ddmmyyyynn.txt

Header Record

	Description	Comment/ Values	Size	Format (Data type)
Line H	Line Prefix	H – Header	1	Fixed (A)
	File sequential number	Sequential no	8	
	Date/ Hour Creation file	Date/ Hour Creation file	14	DDMMYYYYHHMMSS (N)

Payment info Record

	Description	Comment/ Values	Size	Format (Data type)
Line P	Line Prefix	P – Payment info	1	Fixed (A)
	Transaction ID		10	(AN)
	License Identifier	Unique identifier for each customer acct	7	Fixed (AN) (1+6)
	License Number (CRN)	Issued by Licensing Authority	9	(AN) (2+7)
	Date of credit		14	DDMMYYYYHHMMSS
	Date of consolidation		14	DDMMYYYYHHMMSS
	Funds deposited	In paise (Last two digits will be treated as decimal places)	10	(N)

Footer Record

	Description	Comment/ Values	Size	Format (Data type)
Line F	Line Prefix	F – Footer	1	Fixed (A)
	File sequential number	Sequential no	8	
	No. of P lines in the file	No. of payment lines information included in the file	8	

FUNDS FILE FROM DOP TO RMFS

- Contains the deposits made by a franking machine user in Bank for setting/ resetting of the franking machine.
- Will be sent from DOP server to RMFS Server

File name format:- F/N/P_Dop_Funds_xxxxxxx_ddmmyyyynn.txt

Header Record

	Description	Comment/ Values	Size	Format (Data type)
Line H	Line Prefix	H – Header	1	Fixed (A)
	File sequential number	Sequential no	8	
	Date/ Hour Creation file	Date/ Hour Creation file	14	DDMMYYYYHHMMSS (N)

Payment info Record

	Description	Comment/ Values	Size	Format (Data type)
Line P	Line Prefix	P – Payment info	1	Fixed (A)
	Transaction ID		10	(AN)
	License Identifier	Unique identifier for each customer acct	7	Fixed (AN) (1+6)
	License Number (CRN)		9	(AN) (2+7)
	FMU Name/Licensee		30	(A)
	Date of credit		14	DDMMYYYYHHMMSS
	Date of consolidation		14	DDMMYYYYHHMMSS
	Funds deposited	In paise (Last two digits will be treated as decimal places)	10	(N)

Footer Record

	Description	Comment/ Values	Size	Format (Data type)
Line F	Line Prefix	F – Footer	1	Fixed (A)
	File sequential number	Sequential no	8	
	No. of P lines in the file	No. of payment lines information included in the file	8	

CREDITS DOWNLOADED FILE

- Contains the list of FMs that have downloaded funds from RMFS server
- Will be sent from RMFS server to DOP

File name format:- F/N/P_Credits_xxxxxxx_ddmmyyyynn.txt

Header Record

	Description	Comment/ Values	Size	Format (Data type)
Line H	Line Prefix	H – Header	1	Fixed (A)
	File sequential number	Sequential no	8	
	Date/ Hour Creation file	Date/ Hour Creation file	14	DDMMYYYYHHMMSS (N)

Credits downloaded info Record

	Description	Comment/ Values	Size	Format (Data type)
Line B	Line Prefix	B – Bank Credits downloaded info	1	Fixed (A)
	License Identifier	Unique identifier for each customer acct	7	Fixed (AN)
	License Number/CRN		9	(AN)
	FMU Name/Licensee		30	(A)
	Funds downloaded	Amount downloaded by the FM	10	
	Downloaded date/ hour	Date/ Hour funds downloaded	14	DDMMYYYYHHMMSS (N)
	Ascending Register Reading	Amount of funds consumed by FM	14	(N)
	Descending Register Reading	Amount of funds left in FM	14	(N)
	Control Total	Sum of Ascending & descending	14	(N)
	Item Register	No. of articles franked by FM	8	(N)

Footer Record

	Description	Comment/ Values	Size	Format (Data type)
Line F	Line Prefix	F – Footer	1	Fixed (A)
	File sequential number	Sequential no	8	
	No. of B lines in the file	No. of credit downloaded lines information included in the file	8	

USAGE FILE

- Contains various statistics indicating meter readings, item counter, product information etc., stored since the last machine call
- Will be sent from RMFS server to DOP server
- Daily statistics info line should contain the meter readings at the end of the day

File name format:- F/N/P_Stat_xxxxxxx_ddmmyyyynn.txt

Header Record

	Description	Comment/ Values	Size	Format (Data type)
Line H	Line Prefix	H – Header	1	Fixed (A)
	File sequential number	Sequential no	8	
	Date/ Hour Creation file	Date/ Hour Creation file	14	DDMMYYYYHHMMSS (N)

General Info Record

	Description	Comment/ Values	Size	Format (Data type)
Line G	Line Prefix	G – General info	1	Fixed (A)
	Connection Date		14	DDMMYYYYHHMMSS (N)
	License Identifier	Unique identifier for each customer acct	7	Fixed (AN)
	License Number (CRN)		9	(AN)
	FMU Name/Licensee		30	(A)
	Ascending Register reading	Amount of funds consumed by FM	14	(N)
	Descending Register reading	Amount of funds left in FM	14	(N)
	Control Total	Sum of Ascending & descending	14	(N)
	Item Register	No. of articles franked by FM	8	(N)

Daily statistics info

	Description	Comment/ Values	Size	Format (Data type)
Line D	Line Prefix	D – Daily statistics info	1	Fixed (A)
	Statistic date	Day for which statistics is being given	14	DDMMYYYYHHMMSS (N)
	Ascending Register reading	Amount of funds consumed by FM	14	(N)

	Item Register	No. of articles franked by FM	8	(N)
--	---------------	-------------------------------	---	-----

Product Details info

	Description	Comment/ Values	Size	Format (Data type)
Line P	Line Prefix	P – Product details	1	Fixed (A)
	Postal Product Code (PPC)	Product code for a particular product class	4	(N)
	Cumulative no. of franked items for that PPC for the period	No. of items	8	(N)
	Cumulative Amount franked for that PPC for the period		14	(N)
	Cumulative Weight for that PPC for the period	In grams	15	(N)

Footer Record

	Description	Comment/ Values	Size	Format (Data type)
Line F	Line Prefix	F – Footer	1	Fixed (A)
	File sequential number	Sequential no	8	
	No. of G lines in the file	No. of general info lines included in the file	8	
	No. of D lines in the file	No. of daily statistics info. lines information included in the file	8	
	No. of P lines in the file	No. of product details info. lines information included in the file	8	

REMAINING FUNDS FILE FROM RMFS TO DOP

- Contains the information on remaining funds in the customer accounts on the server for all such franking machine users who have downloaded funds in their machines.
- Will be sent from RMFS server to DOP server as per desired frequency (currently 3 times a day) along with the other files.

File name format:- F/N/P_Remaining_Funds_xxxxxxx_ddmmyyyynn.txt

Header Record

	Description	Comment/ Values	Size	Format (Data type)
Line H	Line Prefix	H – Header	1	Fixed (A)
	File sequential number	Sequential no	8	
	Date/ Hour Creation file	Date/ Hour Creation file	14	DDMMYYYYHHMMSS (N)

Payment info Record

	Description	Comment/ Values	Size	Format (Data type)
Line R	Line Prefix	R – Funds info	1	Fixed (A)
	License Identifier	Unique identifier for each customer acct	7	Fixed (AN) (1+6)
	License Number (CRN)		9	(AN) (2+7)
	FMU Name/Licensee		30	(A)
	Remaining Funds	In paise (Last two digits will be treated as decimal places)	14	(N)

Footer Record

	Description	Comment/ Values	Size	Format (Data type)
Line F	Line Prefix	F – Footer	1	Fixed (A)
	File sequential number	Sequential no	8	
	No. of R lines in the file	No. of remaining fund lines information included in the file	8	

RECORD BOOK (Maintained by Franking Machine User)

(Ref. Ch. 2, Para (k)]

Customer Reference Number :

Model Name/No. :

.

.

Recredit report shall be pasted whenever a recredit is done by the FM.

Date Stamp of Post Office Signature of authorized officer

Annexure ‘H’

RECORD BOOK (maintained by Designated Office) [Ref. Ch 2, Para (k)]

Customer Reference Number :

Model Name/No. :

Recredit report shall be pasted whenever a recredit is done by the FM.

Date Stamp of Designated Office (Authorised Officer)

**FORMAT OF FITNESS CERTIFICATE ISSUED BY FRANKING MACHINE
VENDOR**

Addressed to the Licensing Authority

Dear Sir,

This is to confirm that the FM with License Identifier No..... belonging to
.....(Name and Address of Licensee) and CRN..... has been
examined on and found to be in perfect order. It has not been tampered with.

A zero value frank is pasted here for your perusal.

Yours sincerely,

Authorised Signatory

FRANKING MACHINE VENDOR

(Name and Address)

Date:-.....

APPLICATION FOR RENEWAL OF LICENSE

(Name & full address of the applicant)

To,

The _____

Through: (Name & Address of the Franking Machine Vendor)

Dear Sir,

I/We do hereby apply for renewal of Certificate of License belonging to CRN
....., License Identifier..... for model manufactured by
..... and sold by

The license is expiring on(date). The renewal fee for Rs.....has been
deposited in(name of Post Office) on(date) vide ACG 67 receipt
no..... dated..... The fitness certificate from the franking machine vendor and
ACG 67 receipt, in original, are attached herewith.

Kindly renew the Certificate of License for the period from to

Encl: As above.

Yours sincerely,

(Authorised Signatory)

Signature & Seal

Franking Machine User

Date:-.....

Zero Value Frank or machine generated report indicating the License Identifier pasted here and particular verified:






(Authorized Signatory)

Signature and Seal

Franking Machine Vendor

Date.....

Annexure 'L'

STAMP		OVERVIEW OF FRANK IMPRESSIONS
FACTORY STAMP		
NOT INSTALLED STAMP		
INSTALLED STAMP		
WITHDRAWN STAMP		
ZERO STAMP		

Note: These are just illustrations, actual impression may vary depending upon the make of the machine.

**FORMAT FOR ENTRY IN RECORD BOOK REGARDING SUSPENSION OF
LICENSE IDENTIFIER**

License Identifier No. belonging to CRN no.is hereby
suspended on account of(state reason).....

Authorised Officer

Supervisor

Date

FORMAT FOR ENTRY IN RECORD BOOK REGARDING NEW LICENSE IDENTIFIER

License Identifier No. belonging to CRN no.is hereby replaced by the new License Identifier no.....

Authorised Officer

Supervisor

Date

Annexure ‘O’

**FORMAT FOR ENTRY IN RECORD BOOK REGARDING ACTIVATION OF
LICENSE IDENTIFIER**

License Identifier No. belonging to CRN no.is hereby
activated.

Authorised Officer

Supervisor

Date

Annexure ‘P’

**FORMAT FOR ENTRY IN RECORD BOOK REGARDING CANCELLATION
OF LICENSE**

License Identifier No. belonging to CRN no.is hereby
cancelled and the meter is withdrawn effective since DD.MM.YY. The last funds register
readings are:

The FM generated Register report is pasted on the Docket.

Date Stamp of Post Office (Authorised Signatory)

(Licensee)

SAMPLE FORMAT OF A TYPICAL CUSTOMER RECORD BOOK

Customer Reference Number :

Model Name/No. :

Date/ Stamp of Post Office

Recredit report shall be pasted whenever a recredit is done by the FM.

Authorised Officer

Supervisor

Date.....

Rebates:

1	Old SOM no.	X
2	Recent SOM no.	Y
3	Old Ascending Register reading as per SOM X	A
4	New Ascending Register reading as per SOM Y	B
5	Total consumption = B-A	
6	Rate of Rebate	
7	Rebate Amount	
8	Cheque no. & Date	

Authorised Officer

Supervisor

Date

Meter Suspension:

License Identifier No. belonging to CRN no.is hereby
suspended on account of(state reason).....

Authorised Officer

Supervisor

Date

Meter Activation:

License Identifier No. belonging to CRN no.is hereby activated.

Authorised Officer

Supervisor

Date

Issue of new L.I.”

License Identifier No. belonging to CRN no.is hereby replaced by the new License Identifier no..... For all future purposes the new License Identifier shall be used effective immediately.

Authorised Officer

Supervisor

Date

License Cancellation:

License Identifier No. Belonging to CRN No. is hereby cancelled and the meter is withdrawn effective since DD.MM.YY. The last funds register readings are :

Authorised Officer

Supervisor

Date

FORMAT OF REBATE FORM TO BE FILLED & DEPOSITED BY CUSTOMER

To,

The Postmaster

Kindly pay rebate on use of frank impressions as detailed below in r/o of franking machine license identifier,which has been allotted CRN

1	Old SOM no.	X
2	Recent SOM no.	Y
3	Old Ascending Register reading as per SOM X	A
4	New Ascending Register reading as per SOM Y	B
5	Total consumption = B-A	
6	Rate of Rebate	
7	Rebate Amount	
8	Mode of payment of rebate	
9	Date of Payment	

(Authorised Signatory)

Franking Machine User

Checked & verified with relevant record.

Payment authorised for Rs.

(Authorised Officer)

Signature of Postmaster/Sub-Postmaster/ SA

Date Stamp impression of Post office

**FORMAT OF REFUND APPLICATION TO BE FILLED & DEPOSITED BY
FRANKING MACHINE USER**

To

The Postmaster

Dear Sir,

It is to inform you that Rs. are lying unutilised in my franking machine at the time of cancellation of my license / failure of Postal Security Device.

The particulars of License and machine are given below:

CRN :

License Identifier :

S.No.	Item	Value
1	Ascending meter reading	
2	Descending meter reading	
3	Unutilised Amount	

It is requested that I may be granted the refund of unutilised amount of Rs.....

(Authorised Signatory)

Franking Machine User

Checked & verified with relevant record. Payment of Rs. on account of
unutilized amount is due to be paid to the licensee.

(Authorised Officer)

Signature of Postmaster/Sub-Postmaster/FPM/SA

Date Stamp impression of Designated Office

Sanction for payment of Rs.

Signature of competent authority with date

APPLICATION FOR CANCELLATION OF LICENSE

(Name & full address of the applicant)

To,

.....(Licensing Authority)

Through the PM/ SPM/ Incharge of Mail Office/ FPM of Designated Office

Dear Sir,

I/We do hereby apply for cancellation of Certificate of License valid upto
.....belonging to CRN, License Identifier..... for model
..... manufactured by and sold by

The last Statement of Mailing is pasted below. Request in the prescribed form for refund
of unutilized amount is also attached.

Kindly take necessary action early.

Yours sincerely,

(Authorised Signatory)

Signature & Seal

Franking Machine User

Date:-.....

Annexure 'U'

FORM FOR DEPOSIT OF AMOUNT THROUGH E-PAYMENT

1	Name of the Post Office	
2	Name & Address of the License	
3	License Identifier	
4	CRN	
5	Amount of deposit (Rs.)	
6	Mode of deposit: Cash/Cheque/Draft	
7	Particulars of instrument a) Name of Bank b) Cheque/draft no. c) Date of Issue	
		Signature of Licensee/Messenger
	Date (DD/MM/YYYY)	

Signature of PA

Date stamp

Signature of PM/APM/SPM

Annexure ‘V’

**MODELS OF FRANKING MACHINES APPROVED UNDER RMFS VIDE
TECHNOLOGY DIVISION LETTER NO. 2-1/2—5 VOL-IV DATED 24.12.2009.**

OEM	VENDORS	MODEL NO.
Pitney Bowes Inc, USA	Pitney Bowes, India	DM 100i
Pitney Bowes Inc, USA	Pitney Bowes, India	DM 130i
Pitney Bowes Inc, USA	Pitney Bowes, India	DM140i
Neopost, France	Neopost, India	IJ25
Neopost, France	Neopost, India	IJ40, IJ50
Neopost, France	Neopost, India	IJ70,IJ80,IJ90,IJ110
Francotyp Postalia, GmbH	Forbes Technosys Ltd. India	ULTIMAIL 30
Francotyp Postalia, GmbH	Forbes Technosys Ltd. India	ULTIMAIL 60
Francotyp Postalia, GmbH	Forbes Technosys Ltd. India	ULTIMAIL 90

Annexure 'K'

POSTAL INFORMATION INDICATING CLASS OF POSTAL ARTICLES/SERVICES AND THEIR CODES & POSTAGE RATES APPLICABLE THERETO							
CATEGORY: DOMESTIC / INTERNATIONAL	CLASS OF ARTICLE / SERVICE	DESCRIPTION OF TARIFF	TARIFF			CODE OF CLASS / SERVICE	Mini Die
INLAND							
	LETTER (Max. 2Kg)						
		LETTER				1111	L
		For a weight not exceeding 20g	5.00				
		For additional 20g or fraction thereof	5.00				
		REGISTERED LETTER				1112	RL
		For first 20g or fraction thereof	22.00				
		For additional 20g or fraction thereof	5.00				
		REGISTERED LETTER WITH AD				1113	RLAD
		For first 20g or fraction thereof	25.00				
		For additional 20g or fraction thereof	5.00				
	PARCEL						
		PARCEL (MAX 4 KGS)				1211	URP
		For first 500g or fraction thereof	19.00				
		For additional 500g or fraction thereof	16.00				
		REGISTERED PARCEL (MAX 20 KGS)				1212	RP
		For first 500g or fraction thereof	36.00				
		For additional 500g or fraction thereof	16.00				
		REGISTERED PARCEL WITH AD				1213	RPAD
		For first 500g or fraction thereof	39.00				
		For additional 500g or fraction thereof	16.00				
	BOOK, PATTERN & SAMPLE PACKETS						
		BOOK, PATTERN & SAMPLE PACKETS (Max. 2 kg)				1311	BP
		First 50 g or fraction thereof	4.00				
		For every additional 50 g or fraction thereof	3.00				

		REGISTERED BOOK, PATTERN & SAMPLE PACKETS (Max. 2 kg)				1312	RBP
		First 50 g or fraction thereof	21.00				
		For every additional 50 g or fraction thereof	3.00				
		REGISTERED AD BOOK, PATTERN & SAMPLE PACKETS (Max. 2 kg)					
		First 50 g or fraction thereof	24.00			1313	RBPAD
		For every additional 50 g or fraction thereof	3.00				
	BOOK PACKETS CONTAINING PRINTED BOOKS ONLY						
		BOOK PACKETS CONTAINING PRINTED BOOKS ONLY (Max. 5 kg)				1321	BPPB
		For the first 100g or fraction thereof	1.00				
		For every additional 100 g or fraction thereof	1.00				
		REGISTERED BOOK PACKETS CONTAINING PRINTED BOOKS ONLY (Max. 5 kg)				1322	RBPPB
		For the first 100g or fraction thereof	18.00				
		For every additional 100 g or fraction thereof	1.00				
		REGISTERED AD BOOK PACKETS CONTAINING PRINTED BOOKS ONLY (Max. 5 kg)				1323	RBPPBAD
		For the first 100g or fraction thereof	21.00				
		For every additional 100 g or fraction thereof	1.00				
		BOOK PACKETS CONTAINING PERIODICALS OF VALUE RS. 1.00 TO RS. 20.00 (Max. 5 kg)				1331	BPP1
		For the first 100g or fraction thereof	2.00				
		For every additional 100 g or fraction thereof	3.00				
		REGISTERED BOOK PACKETS CONTAINING PERIODICALS OF VALUE RS. 1.00 TO RS. 20.00 (Max. 5 kg)				1332	RBPP1
		For the first 100g or fraction thereof	19.00				

		For every additional 100 g or fraction thereof	3.00				
		REGISTERED AD BOOK PACKETS CONTAINING PERIODICALS OF VALUE RS. 1.00 TO RS. 20.00 (Max. 5 kg)				1333	RBPP1AD
		For the first 100g or fraction thereof	22.00				
		For every additional 100 g or fraction thereof	3.00				
		BOOK PACKETS CONTAINING PERIODICALS OF VALUE FROM RS. 21 TO RS. 50.00 (Max. 5 kg)				1341	BPP2
		For the first 100g or fraction thereof	4.00				
		For every additional 100 g or fraction thereof	5.00				
		REGISTERED BOOK PACKETS CONTAINING PERIODICALS OF VALUE FROM RS. 21 TO RS. 50.00 (Max. 5 kg)				1342	RBPP2
		For the first 100g or fraction thereof	21.00				
		For every additional 100 g or fraction thereof	5.00				
		REGISTERED AD BOOK PACKETS CONTAINING PERIODICALS OF VALUE FROM RS. 21 TO RS. 50.00 (Max. 5 kg)				1343	RBPP2AD
		For the first 100g or fraction thereof	24.00				
		For every additional 100 g or fraction thereof	5.00				
		BOOK PACKETS CONTAINING PERIODICALS OF VALUE Rs. 51.00 AND ABOVE(Max. 5 kg)				1351	BPP3
		For the first 100g or fraction thereof	8.00				
		For every additional 100 g or fraction thereof	9.00				
		REGISTERED BOOK PACKETS CONTAINING PERIODICALS OF VALUE Rs. 51.00 AND ABOVE(Max. 5 kg)				1352	RBPP3
		For the first 100g or fraction thereof	25.00				
		For every additional 100 g or fraction thereof	9.00				

		REGISTERED BOOK PACKETS CONTAINING PERIODICALS OF VALUE Rs. 51.00 AND ABOVE(Max. 5 kg)				1353	RBPP3AD
		For the first 100g or fraction thereof	28.00				
		For every additional 100 g or fraction thereof	9.00				
	REGISTERED NEWSPAPERS						
		Registered Newspapers (Single Copy) (Maximum 5Kgs)				1411	RNP
		Upto 50g	0.25				
		Exceeding 50g but not exceeding 100g	0.50				
		Every additional 100g or fraction thereof	0.20				
		Registered - Registered Newspapers (Single Copy) (Maximum 5Kgs)				1412	RRNP
		Upto 50g	17.25				
		Exceeding 50g but not exceeding 100g	17.50				
		Every additional 100g or fraction thereof	0.20				
		Registered AD - Registered Newspapers (Single Copy) (Maximum 5Kgs)				1413	RRNPAD
		Upto 50g	20.25				
		Exceeding 50g but not exceeding 100g	20.50				
		Every additional 100g or fraction thereof	0.20				
		Registered Newspapers (More than one copy of the same issue)				1421	RNPB
		Not exceeding 100g	0.50				
		Every additional 100g or fraction thereof	0.20				
		Registered-Registered Newspapers (More than one copy of the same issue)				1422	RRNPB
		Not exceeding 100g	17.50				
		Every additional 100g or fraction thereof	0.20				

		Registered AD -Registered Newspapers (More than one copy of the same issue)				1423	RRNPBAD
		Not exceeding 100g	20.50				
		Every additional 100g or fraction thereof	0.20				
	POSTCARD						
		Single	0.50			1511	PC
		Printed Postcard	6.00			1512	PPC
	INLAND LETTER CARD						
		Inland Letter Card	2.50			1611	ILC
		Registered Inland Letter Card	19.50			1612	RILC
		Registered Inland Letter Card with AD	22.50			1613	RILCAD
	SPEED POST	DOMESTIC (Max.35 Kgs)					
		Local				2111	SPL
			12.00 (including Service Tax and Education Cess)				
		Upto 50 grams					
		51 to 200 grams	20.00+ST+EC @ 10.3%				
		201 to 500 grams	20.00+ST+EC @ 10.3%				
		Additional 500 Grams or part thereof	5.00	ST+EC@ 10.3% be calculated on total postage payable on Article and added			
		Upto 200 Kms				2112	SP200
			25.00 (including service tax and Education cess)				
		Upto 50 grams					
		51 to 200 grams	25.00+ST+EC @ 10.3%				
		201 to 500 grams	40.00+ ST+EC@ 10.3%				
		Additional 500 grams or part thereof	7.50	ST+EC@ 10.3% be calculated on total postage payable on Article and added			

		From 201 to 1000 Kms				2113	SP1000
		Upto 50 grams	25.00 (including service tax and Education cess)				
		51 to 200 grams	30.00+ST+EC@10.3%				
		201 to 500 grams	45.00+ST+EC @10.3%				
		Additional 500 grams or part thereof	15.00	ST+EC@ 10.3% be calculated on total postage payable on Article and added			
		From 1001 to 2000 Kms				2114	SP2000
		Upto 50 grams	25.00 (including service tax and Education cess)				
		51 to 200 grams	50.00+ST+EC@10.3%				
		201 to 500 grams	70.00+ST+EC@10.3%				
		Additional 500 grams or part thereof	30.00	ST+EC@ 10.3% be calculated on total postage payable on Article and added			
		Above 2000 Kms				2115	SPA2000
		Upto 50 grams	25.00 (including service tax and Education cess)				
		51 to 200 grams	60.00+ST+EC@10.3%				
		201 to 500 grams	80.00+ST+EC@10.3%				
		Additional 500 grams or part thereof	40.00	ST+EC@ 10.3% be calculated on total postage payable on Article and added			

	BUSINESS PARCEL UNDER EXPRESS PARCEL POST	ST+EC @ 10.3% may be added to the postage tariff for the article					
		Express Parcel Post Service (Max. 35 Kgs) Local				3111	BPEPPL
		Up to 2 Kgs	25.00				
		For every additional Kg 3 Kg to 10 Kg	3.00				
		For every additional Kg beyond 10 Kg	2.00				
		Express Parcel Post Service (Max. 35 Kgs) upto 500 Kms				3112	BPEPPL
		Up to 2 Kgs	40.00				
		For every additional Kg 3 Kg to 10 Kg	5.00				
		For every additional Kg beyond 10 Kg	4.00				
		Express Parcel Post Service (Max. 35 Kgs) from 501 to 1000 Kms				3113	BPEPP500
		Up to 2 Kgs	50.00				
		For every additional Kg 3 Kg to 10 Kg	10.00				
		For every additional Kg beyond 10 Kg	8.00				
		Express Parcel Post Service (Max. 35 Kgs) from 1001 to 2000 Kms				3114	BPEPPA1000
		Up to 2 Kgs	60.00				
		For every additional Kg 3 Kg to 10 Kg	20.00				
		For every additional Kg beyond 10 Kg	15.00				
		Express Parcel Post Service (Max. 35 Kgs) above 2000 Kms				3115	BPEPPA2000
		Up to 2 Kgs	80.00				
		For every additional Kg 3 Kg to 10 Kg	25.00				

		For every additional Kg beyond 10 Kg	20.00				
	RETAIL PARCELS UNDER EXPRESS PARCEL POST						
		EXPRESS PARCEL POST RETAIL SERVICE (MAX 35 KG WITHIN INDIA)					
		SERVICE TAX + EDUCATION CESS @ 10.3% IS TO BE ADDED TO THE TOTAL CHARGES CALCULATED ON THE RATES GIVEN BELOW					
		Local				3116	RPEPPL
		Upto 2 Kg	35.00				
		For every additional Kg	5.00				
		Up to 500 Kms				3117	RPEPP500
		Upto 2 Kg	50.00				
		For every additional Kg	8.00				
		1001 to 2000 Kms				3118	RPEPPA1000
		Upto 2 Kg	70.00				
		For every additional Kg	25.00				
		Above 2000 Kms				3119	RPEPPA2000
		Upto 2 Kg	90.00				
		For every additional Kg	35.00				
	NATIONAL BILL MAIL SERVICE						
		For weight not exceeding 50 g	5.00			4111	NBMS
		Every 50g or fraction thereof exceeding 50g	2.00				
	BILL MAIL SERVICE						

		For weight not exceeding 50 g		3.00			4112	NBMS
		Every 50g or fraction thereof exceeding 50g		2.00				
	RAKHI MAIL						4121	RAMA
		For weight not exceeding 50 g		5.00				
		Every 50g or fraction thereof exceeding 50g		3.00				
FOREIGN								
	SPEED POST-DOC							
		Zone	Name	Rate for first 250 g	Every addi. 250 g			
		Africa	Botswana	425.00	50.00		5111	EMS AFR
		Africa	Cape Verde	425.00	50.00		5111	EMS AFR
		Africa	Eritrea	425.00	50.00		5111	EMS AFR
		Africa	Ethiopia	425.00	50.00		5111	EMS AFR
		Africa	Ghana	425.00	50.00		5111	EMS AFR
		Africa	Kenya	425.00	50.00		5111	EMS AFR
		Africa	Malawi	425.00	50.00		5111	EMS AFR
		Africa	Mauritius	425.00	50.00		5111	EMS AFR
		Africa	Morocco	425.00	50.00		5111	EMS AFR
		Africa	Namibia	425.00	50.00		5111	EMS AFR
		Africa	Niger	425.00	50.00		5111	EMS AFR
		Africa	Nigeria	425.00	50.00		5111	EMS AFR
		Africa	Rwanda	425.00	50.00		5111	EMS AFR
		Africa	Senegal	425.00	50.00		5111	EMS AFR
		Africa	Sudan	425.00	50.00		5111	EMS AFR
		Africa	Tanzania	425.00	50.00		5111	EMS AFR
		Africa	Tunisia	425.00	50.00		5111	EMS AFR
		Africa	Uganda	425.00	50.00		5111	EMS AFR
		Africa	Zaire	425.00	50.00		5111	EMS AFR
		Asia	Brunei D'lam	425.00	50.00		5112	EMS ASIA
		Asia	Cambodia	425.00	50.00		5112	EMS ASIA
		Asia	China	425.00	50.00		5112	EMS ASIA
		Asia	Georgia	425.00	50.00		5112	EMS ASIA
		Asia	Hong Kong	425.00	50.00		5112	EMS ASIA
		Asia	Indonesia	425.00	50.00		5112	EMS ASIA

		Asia	Japan	425.00	50.00		5112	EMS ASIA
		Asia	Macau	425.00	50.00		5112	EMS ASIA
		Asia	Malaysia	425.00	50.00		5112	EMS ASIA
		Asia	Maldives	425.00	50.00		5112	EMS ASIA
		Asia	Mangolia	425.00	50.00		5112	EMS ASIA
		Asia	Phillippines	425.00	50.00		5112	EMS ASIA
		Asia	Singapore	425.00	50.00		5112	EMS ASIA
		Asia	South Korea	425.00	50.00		5112	EMS ASIA
		Asia	Taiwan	425.00	50.00		5112	EMS ASIA
		Asia	Thailand	425.00	50.00		5112	EMS ASIA
		Asia	Vietnam	425.00	50.00		5112	EMS ASIA
		Australia	Australia	425.00	75.00		5113	EMS AUS
		Australia	Fiji	425.00	75.00		5113	EMS AUS
		Australia	Nauru	425.00	75.00		5113	EMS AUS
		Australia	New Zealand	425.00	75.00		5113	EMS AUS
		Australia	Papua New Guinea	425.00	75.00		5113	EMS AUS
		Bangladesh	Bangladesh	375.00	25.00		5114	EMS BAN
		Europe	Austria	675.00	75.00		5115	EMS EUR
		Europe	Belarus	675.00	75.00		5115	EMS EUR
		Europe	Belgium	675.00	75.00		5115	EMS EUR
		Europe	Bulgaria	675.00	75.00		5115	EMS EUR
		Europe	Cyprus	675.00	75.00		5115	EMS EUR
		Europe	Denmark	675.00	75.00		5115	EMS EUR
		Europe	Estonia	675.00	75.00		5115	EMS EUR
		Europe	France	675.00	75.00		5115	EMS EUR
		Europe	Germany	675.00	75.00		5115	EMS EUR
		Europe	Greece	675.00	75.00		5115	EMS EUR
		Europe	Hungary	675.00	75.00		5115	EMS EUR
		Europe	Iceland	675.00	75.00		5115	EMS EUR
		Europe	Ireland	675.00	75.00		5115	EMS EUR
		Europe	Italy	675.00	75.00		5115	EMS EUR
		Europe	Latvia	675.00	75.00		5115	EMS EUR
		Europe	Luxemburg	675.00	75.00		5115	EMS EUR
		Europe	Netherlands	675.00	75.00		5115	EMS EUR
		Europe	Norway	675.00	75.00		5115	EMS EUR
		Europe	Poland	675.00	75.00		5115	EMS EUR

		Europe	Portugal	675.00	75.00		5115	EMS EUR
		Europe	Romania	675.00	75.00		5115	EMS EUR
		Europe	Russia	675.00	75.00		5115	EMS EUR
		Europe	Spain	675.00	75.00		5115	EMS EUR
		Europe	Sweden	675.00	75.00		5115	EMS EUR
		Europe	Switzerland	675.00	75.00		5115	EMS EUR
		Europe	Ukraine	675.00	75.00		5115	EMS EUR
		Europe	United Kingdom	675.00	75.00		5115	EMS EUR
		Middle East	Bahrain	425.00	50.00		5116	EMS ME
		Middle East	Afghanistan	425.00	50.00		5116	EMS ME
		Middle East	Egypt	425.00	50.00		5116	EMS ME
		Middle East	Iran	425.00	50.00		5116	EMS ME
		Middle East	Iraq	425.00	50.00		5116	EMS ME
		Middle East	Israel	425.00	50.00		5116	EMS ME
		Middle East	Jordan	425.00	50.00		5116	EMS ME
		Middle East	Kuwait	425.00	50.00		5116	EMS ME
		Middle East	Oman	425.00	50.00		5116	EMS ME
		Middle East	Qatar	425.00	50.00		5116	EMS ME
		Middle East	Saudi Arabia	425.00	50.00		5116	EMS ME
		Middle East	Turkey	425.00	50.00		5116	EMS ME
		Middle East	U.A.E..	425.00	50.00		5116	EMS ME
		Middle East	Yemen	425.00	50.00		5116	EMS ME
		Nepal	Nepal	375.00	25.00		5117	EMS NPL
		North America	Barbados	425.00	100.00		5118	EMS NA
		North America	Bermuda	425.00	100.00		5118	EMS NA
		North America	Canada	425.00	100.00		5118	EMS NA
		North America	Cuba	425.00	100.00		5118	EMS NA
		North America	El Salvador	425.00	100.00		5118	EMS NA
		North America	Mexico	425.00	100.00		5118	EMS NA
		North America	Panama	425.00	100.00		5118	EMS NA
		North America	U.S.A.,	425.00	100.00		5118	EMS NA
		North America	Cayman Iles	425.00	100.00		5118	EMS NA
		Pakistan	Pakistan	375.00	25.00		5119	EMS PAK
		South America	Argentina	525.00	100.00		5120	EMS SA
		South America	Guyana	525.00	100.00		5120	EMS SA
		Sri Lanka	Sri Lanka	375.00	25.00		5121	EMS SL

		For Bhutan					
		Weight (Documents)	Rates			5122	EMS BHUD
		Upto 200 grams	75.00				
		For additional 200 grams or part upto 1 kg	15.00				
		For additional 500 grams or part beyond 1 kg	40.00				
		Weight (Merchandise)				5123	EMS BHUM
		Upto 200 grams	125.00				
		For additional 200 grams or part upto 1 kg	15.00				
		For additional 500 grams or part beyond 1 kg	40.00				
	EMS						
		Merchandise					
		Zone	Name	1st 250 gms	Each addl. 250 gms		
		Zone1	Asia	475.00	50.00	5211	EMS MER1
		Zone2	Africa	475.00	50.00	5212	EMS MER2
		Zone3	Middle east	475.00	50.00	5213	EMS MER3
		Zone4	Australia	475.00	75.00	5214	EMS MER4
		Zone5	Europe	725.00	75.00	5215	EMS MER5
		Zone6	S. America	575.00	100.00	5216	EMS MER6
		Zone7	N. America	475.00	100.00	5217	EMS MER7
		Zone8	Sri lanka	425.00	25.00	5218	EMS MER8
			Bangladesh	425.00	25.00	5218	EMS MER8
			Pakistan	425.00	25.00	5218	EMS MER8
			Maldives	425.00	25.00	5218	EMS MER8
			Nepal	425.00	25.00	5218	EMS MER8
	LETTERS						
		SURFACE					
		LETTERS - All Countries (SURFACE)				6111	FLSAC
		Upto 20 g	20.00				
		For every additional 20g or part thereof upto 500g	8.00				

		Beyond 500g, for every additional 100g or part thereof upto 2000g	30.00				
		REGD. LETTERS - All Countries (SURFACE)				6112	FLSACR
		Upto 20 g	70.00				
		For every additional 20g or part thereof upto 500g	8.00				
		Beyond 500g, for every additional 100g or part thereof upto 2000g	30.00				
		REGD. LETTERS - AD All Countries (SURFACE) EXCEPT NEPAL & BHUTAN				6113	FLSACRD
		Upto 20 g	80.00				
		For every additional 20g or part thereof upto 500g	8.00				
		Beyond 500g, for every additional 100g or part thereof upto 2000g	30.00				
		REGD. LETTERS - AD (SURFACE) NEPAL & BHUTAN				6114	FLSNBRD
		Upto 20 g	75.00				
		For every additional 20g or part thereof upto 500g	8.00				
		Beyond 500g, for every additional 100g or part thereof upto 2000g	30.00				
	PRINTED PAPERS						
		PRINTED PAPERS - All countries (SURFACE)				6211	FPPSAC
		Upto 20 g	10.00				
		For every additional 20g or part thereof upto 500g	5.00				
		Beyond 500g, for every additional 100g or part thereof upto 2000g	20.00				
		REGD. PRINTED PAPERS - All countries (SURFACE)				6212	FPPSACR
		Upto 20 g	60.00				
		For every additional 20g or part thereof upto 500g	5.00				
		Beyond 500g, for every additional 100g or part thereof upto 2000g	20.00				

		REGD. AD PRINTED PAPERS - All countries (SURFACE) EXCEPT NEPAL & BHUTAN				6213	FPPSACRD
		Upto 20 g	70.00				
		For every additional 20g or part thereof upto 500g	5.00				
		Beyond 500g, for every additional 100g or part thereof upto 2000g	20.00				
		REGD. AD PRINTED PAPERS - (SURFACE) NEPAL & BHUTAN				6214	FPPSNBRD
		Upto 20 g	65.00				
		For every additional 20g or part thereof upto 500g	5.00				
		Beyond 500g, for every additional 100g or part thereof upto 2000g	20.00				
	BULK BAG						
		BULK BAG - ALL COUNTRIES (SURFACE)				6311	FSBBAC
		Not exceeding 5 Kgs	350.00				
		Per Kg exceeding 5 Kgs	100.00				
		REGD. BULK BAG - ALL COUNTRIES (SURFACE)				6312	FSBBACR
		Not exceeding 5 Kgs	550.00				
		Per Kg exceeding 5 Kgs	100.00				
		REGD. AD BULK BAG - ALL COUNTRIES (SURFACE) EXCEPT NEPAL & BHUTAN				6313	FSBBACRD
		Not exceeding 5 Kgs	560.00				
		Per Kg exceeding 5 Kgs	100.00				
		REGD. AD BULK BAG - (SURFACE) NEPAL & BHUTAN				6314	FSBBNBRD
		Not exceeding 5 Kgs	555.00				
		Per Kg exceeding 5 Kgs	100.00				
	SMALL PACKETS						
		SMALL PACKETS- ALL COUNTRIES (SURFACE)				6411	FSSPAC
		Upto 100 g	40.00				
		For every additional 100g or part thereof upto 2000g	30.00				

		REGD. SMALL PACKETS- ALL COUNTRIES (SURFACE)				6412	FSSPACR
		Upto 100 g	90.00				
		For every additional 100g or part thereof upto 2000g	30.00				
		REGD. AD SMALL PACKETS- ALL COUNTRIES (SURFACE) EXCEPT NEPAL & BHUTAN				6413	FSSPACRD
		Upto 100 g	100.00				
		For every additional 100g or part thereof upto 2000g	30.00				
		REGD. AD SMALL PACKETS- ALL COUNTRIES (SURFACE) NEPAL & BHUTAN				6414	FSSPNBRD
		Upto 100 g	95.00				
		For every additional 100g or part thereof upto 2000g	30.00				
	AIR SURCHARGE						
		AIR SURCHARGE TO BE ADDED ON POSTAGE CALCULATED ON SURFACE RATES					
		LETTERS - UPU & APPU Countries				6511	AULA
		For every 20 g or part thereof	5.00				
		REGD. LETTERS - UPU & APPU Countries				6512	AULAR
		For every 20 g or part thereof	5.00				
		REGD AD LETTERS - UPU & APPU Countries				6513	AULARA
		For every 20 g or part thereof	5.00				
		LETTERS - SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6611	SRCLA
		For every 20 g or part thereof	3.00				
		REGD LETTERS - SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6612	SRCLAR
		For every 20 g or part thereof	3.00				

		REGD AD LETTERS - SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6613	SRCLARA
		For every 20 g or part thereof	3.00				
		SMALL PACKETS - UPU & APPU Countries				6711	AUSPA
		For every 20 g or part thereof	5.00				
		REGD SMALL PACKETS - UPU & APPU Countries				6712	AUSPAR
		For every 20 g or part thereof	5.00				
		REGD. AD SMALL PACKETS - UPU & APPU Countries				6713	AUSPARA
		For every 20 g or part thereof	5.00				
		SMALL PACKETS - SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6811	SRCSPA
		For every 20 g or part thereof	3.00				
		REGD SMALL PACKETS - SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6812	SRCSPAR
		For every 20 g or part thereof	3.00				
		REGD. AD SMALL PACKETS - SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6813	SRCSPARA
		For every 20 g or part thereof	3.00				
		PRINTED PAPERS - UPU & APPU Countries				6911	AUPPA
		For every 20 g or part thereof	5.00				
		REGD. PRINTED PAPERS - UPU & APPU Countries				6912	AUPPAR
		For every 20 g or part thereof	5.00				
		REGD. AD PRINTED PAPERS - UPU & APPU Countries				6913	AUPPARA
		For every 20 g or part thereof	5.00				

		PRINTED PAPERS - SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6921	SRCPPA
		For every 20 g or part thereof	3.00				
		REGD. PRINTED PAPERS - SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6922	SRCPPAR
		For every 20 g or part thereof	3.00				
		REGD. AD PRINTED PAPERS - SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6923	SRCPPARA
		For every 20 g or part thereof	3.00				
		BULK BAG - UPU & APPU Countries				6931	AUBBA
		For every 20 g or part thereof	5.00				
		BULK BAG REGD - UPU & APPU Countries				6932	AUBBAR
		For every 20 g or part thereof	5.00				
		BULK BAG REGD AD-UPU & APPU Countries				6933	AUBBARA
		For every 20 g or part thereof	5.00				
		BULK BAG - SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6941	SRCBBA
		For every 20 g or part thereof	3.00				
		BULK BAG REGD - SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6942	SRCBBAR
		For every 20 g or part thereof	3.00				
		BULK BAG REGD AD-SAARC countries Afganistan, SriLanka and Maldives, Pakistan, Bangladesh, Nepal, Bhutan				6943	SRCBBARA
		For every 20 g or part thereof	3.00				
		SAL SURCHARGE ON SURFACE RATES (SAL SERVICE ONLY IN GERMANY, BRITAIN, SINGAPORE, USA)					

		LETTERS				7111	LSAL
		For every 20 g or part thereof	4.00				
		REGD LETTERS				7112	LSALR
		For every 20 g or part thereof	4.00				
		REGD AD LETTERS				7113	AUSALRA
		For every 20 g or part thereof	4.00				
		SMALL PACKETS				7121	SPSAL
		For every 20 g or part thereof	4.00				
		REGD SMALL PACKETS				7122	SPSALR
		For every 20 g or part thereof	4.00				
		REGD AD SMALL PACKETS				7123	SPSALRA
		For every 20 g or part thereof	4.00				
		PRINTED PAPERS				7131	PPSAL
		For every 20 g or part thereof	4.00				
		REGD PRINTED PAPERS				7132	PPSALR
		For every 20 g or part thereof	4.00				
		REGD AD PRINTED PAPERS				7133	PPSALRA
		For every 20 g or part thereof	4.00				
		BULK BAG				7141	BBSAL
		For every 20 g or part thereof	4.00				
		REGD BULK BAG				7142	BBSALR
		For every 20 g or part thereof	4.00				
		REGD AD BULK BAG				7143	BBSALRA
		For every 20 g or part thereof	4.00				
	AEROGRAMME						
		For All Countries	15.00			7151	AGRF
	POSTCARD SINGLE	Surface					
		For APPU except Pakistan, Bangladesh, Nepal & Bhutan	6.00			7161	APPUSPC
		For UPU	7.00			7162	UPUSPC
		For Pakistan, Bangladesh, Nepal & Bhutan	4.00			7163	PBSPC

		Air					
		For APPU except Pakistan, Bangladesh, Nepal & Bhutan	12.00			7171	APPUAPC
		For UPU	12.00			7172	UPUAPC
		For Pakistan, Bangladesh, Nepal & Bhutan	8.00			7173	PBAPC
		For SAARC countries Afganistan, SriLanka and Maldives	12.00			7174	ASLMAPC
	PARCEL						
		SURFACE					
		Zone	Name	1st 250 gms	Each addl. 50 gms		
		Zone1	Asia	360	30	7181	FPARZ1
		Zone2	Africa	360	40	7182	FPARZ2
		Zone3	Middle east	370	40	7183	FPARZ3
		Zone4	Australia	360	30	7184	FPARZ4
		Zone5	Europe	410	30	7185	FPARZ5
		Zone6	S. America	460	45	7186	FPARZ6
		Zone7	N. America	360	40	7187	FPARZ7
		Zone8	Sri lanka	305	20	7188	FPARZ8
			Bangladesh	200	10	7188	FPARZ8
			Pakistan	340	15	7188	FPARZ8
			Maldives	360	30	7188	FPARZ8
			Nepal	Rates/weight tariff of Inland Parcel + Regn. Charges for Inland Parcels Compulsory		7188	FPARZ8
			Bhutan			7188	FPARZ8
		SAL					
		Zone	Name	1st 250 gms	Each addl. 50 gms		
		Zone1	Asia	310	35	7211	FPSAL1
		Zone2	Africa	340	35	7212	FPSAL2
		Zone3	Middle east	340	25	7213	FPSAL3
		Zone4	Australia	340	65	7214	FPSAL4
		Zone5	Europe	420	35	7215	FPSAL5
		Zone6	S. America	510	85	7216	FPSAL6
		Zone7	N. America	310	65	7217	FPSAL7
		AIR					
		Zone	Name	1st 250 gms	Each addl.		

					50 gms		
		Zone1	Asia	375	45	7311	FPAIR1
		Zone2	Africa	375	45	7312	FPAIR2
		Zone3	Middle east	375	45	7313	FPAIR3
		Zone4	Australia	375	65	7314	FPAIR4
		Zone5	Europe	450	65	7315	FPAIR5
		Zone6	S. America	485	90	7316	FPAIR6
		Zone7	N. America	375	90	7317	FPAIR7
		Zone8	Sri lanka	320	25	7318	FPAIR8
			Bangladesh	Inland Rates+ Surcharge of Rs. 10			
			Pakistan	360	25		
			Maldives	375	45		
			Nepal	Rates/weight tariff of Inland Parcel + Regn. Charges for Inland Parcels Compulsory			
			Bhutan				
SPECIAL SERVICES							
	INLAND						
		UPC				9111	UPC
		Under Certificate of Posting (FOR 3 ARTICLES OR LESS)	3.00				
		POD Speed Post				9112	SPPOD
		For each article	10.00				
	FOREIGN POST						
		UPC				9211	UPCFP
		Under Certificate of Posting (FOR 3 ARTICLES OR LESS)	3.00				

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PO ORDER –MO/01/2024
F.No.:MO Division-PO Regulation-2024
Government of India
Ministry of Communications
Department of Posts
Mail Operations Division
Dak Bhawan, Sansad Marg,
New Delhi-110001
Dated: 16.12.2024

Subject: -Instructions on Mail Operations in respect of the Regulations of the Post Office Regulations, 2024 -regarding.

In pursuance of the introduction of "The Post Office Act, 2023" issued vide Notification no. S.O. 2352(E) dated 17th June, 2024, which came into force w.e.f. 18th June, 2024, repealing the Indian Post Office Act, 1898, the Department of Posts has introduced "The Post Office Regulations, 2024" effective from 16.12.2024. This Administrative order shall supersede all instructions, guidelines, orders related to the subject matter issued earlier by this office.

1. Regulation No 5(2)

Sub: The prepayment of postage and other sums payable on an item shall be mandatory except otherwise mentioned in these regulations.

The prepayment of postage and other charges on an item shall be mandatory, except for services such as Book Now Pay Later (BNPL) schemes and for contractual customers who have been granted this special facility at the time of booking. For detailed guidelines, please refer to Post Office Order No.MO/03/2024 dated 16.12.2024. The articles booked under "Postal Services" (exclusively for internal services of Department of Posts) including speed post document shall also exempted from prepayment of postage.

2. Regulation, Second Proviso below to 7(d):

Sub: Provided further that nothing in this regulation shall prevent the transmission of Book Now Pay Later (BNPL) items or other items as specified from time to time.

May refer guidelines issued under PO Order No. MO/03/2024 dated 16.12.2024.

3. Regulation 18(1):

Sub: An item shall not have more than one delivery address. Provided that nothing in this sub-regulation shall prevent the delivery of an item to another address as may be specified from time to time

The Department of Posts, Mail Operations Division, outlines the following provisions under Regulation 18(1) of the Post Office Regulations, 2024, regarding the delivery of mail articles to an address other than the one provided at the time of booking:

- i) When the addressee submits a formal request to the Post Office (from where the item is to be delivered) to deliver the article to a different address due to a change in residence, the article may be redirected accordingly.
- ii) If the current occupants at the address specified on the article inform the delivery personnel that the addressee has relocated and provide the new address, the item may be delivered to the alternate address after verification.
- iii) When the item is addressed to an office or institution and the recipient has been transferred to another branch or location of the same organization, the article may be redirected to the new address provided by the organization, with proper authorization.
- iv) If the Contractual Customers provides second delivery address in the same city at the time of booking at the Post Office, the article can be redirected to a different address from the one, initially provided on the article, if applicable.

4. Regulation 22(c):

Sub: Franchisee Outlet- Items as specified, may be presented through the franchisee outlet of the Post Office.

In accordance with Regulation 22(c) of The Post Office Regulations, 2024, the Department of Posts, Mail Operations Division, has specified the postal items that may be booked through Franchisee Outlets under the revamped Franchisee Scheme. The scheme, issued under OM No. 39-03/2019-D dated 14.12.2023, is effective from 01.02.2024 may be referred.

5. Regulation 22(d):

Sub:Self-Booking Kiosk- Self-booking kiosk available at the designated post offices may be used for posting of item(s) as specified.

In accordance with Regulation 22(d) of The Post Office Regulations, 2024, the Department of Posts, Mail Operations Division, hereby specifies that Speed Post Documents, Registered Letters, and Parcels may be posted at Self-Booking Kiosks (SBK). However, such bookings are subject to the following conditions:

- i) The item booked through the SBK must comply with the specific conditions outlined in the detailed guidelines available for the Self-Booking Kiosks.

- ii) Items prohibited for transmission, as specified by the Department of Posts, cannot be booked through SBKs. Customers are advised to ensure that their articles do not contain any items listed under the prohibited category before proceeding with the booking.

6. Regulation 22(e):

Sub: Web or Mobile Application- The authorised web portal or mobile application may be used for posting of item(s) as specified from time to time.

In accordance with Regulation 22(e) of The Post Office Regulations, 2024, the Department of Posts, provides *Click N Book*, a web-based online service through official India Post Website . This service allows customers to book Speed Post (Documents) and Registered items online. However, booking of prohibited items, as specified by the Department of Posts from time to time, is strictly not permitted.

7. Regulation 53

Sub: The intimation to the addressee shall be served by the postman for accountable items as specified from time to time.

In accordance with Regulation 53 of these regulations, the Department of Posts, Mail Operations Division, prescribes the use of intimation slips for accountable mail items, as defined under the Regulation for Speed Post and Registered letter deliveries. The intimation slip shall be issued to the addressee when such items cannot be delivered on the first attempt.

8. Regulation 54:

Sub: The postman or delivery person can seek the identification of the addressee or authorized person before delivering the item, in case, the addressee or the authorized person is not known to him.

Note: The delivery of accountable items containing passport, PAN card, driving licence, and other items shall be delivered only after seeking the identification of the recipient in a manner as specified from time to time.

As per Regulation 54 of The Post Office Regulations, 2024, it is mandatory to verify the identification of the addressee or an authorized person before delivering any article. In compliance with this regulation, Department prescribes the following standards for verification, to be followed by the delivery staff.

- i. **Verification of Officially Valid Documents (OVDs):** The delivery staff shall request an Officially Valid Document (OVD), such as Aadhaar, Voter ID, etc.,

from the addressee. The article shall be delivered only after the delivery staff is satisfied with the identity of the addressee. Upon successful delivery, the type and ID number of the OVD shall be recorded on the delivery slip or captured in the delivery app, as applicable.

- ii. **OTP-Based Identification (if applicable):** If the article is designated for OTP-based delivery, the delivery staff will request the One-Time Password (OTP) sent to the addressee's registered mobile number. Upon verifying the OTP, the article shall be handed over.
- iii. **Identification of Authorized Person:** When an authorized person is receiving the article on behalf of the addressee, the delivery staff shall verify the authorization letter along with a valid ID of the authorized person. The article will be delivered only after the delivery staff is satisfied with the identity of the authorized person. After delivery, the type and ID number of the valid ID shall be recorded on the delivery slip or captured in the delivery app, as applicable.

9. Regulation 64(2):

Sub: An item, on instructions for deposit at the post office received from the addressee, shall remain in the post office to which it is addressed for a period as specified from time to time.

As per Regulation 64(2) of The Post Office Regulations, 2024, an item may be held in deposit at the delivery Post Office upon written instructions from the addressee. After a comprehensive review of best practices, Department prescribes the following standards for retaining items at the delivery Post Office on the request of the addressee.

i) The item will be kept in deposit at the delivery Post Office provided addressee must provide a written request to the Postmaster of the concerned delivery Post Office, specifying the period of retention, which shall not exceed 7 days from the date of the item on which item was received for delivery at the Post Office.

(ii) Delivery Post Offices will maintain a proper record of all such requests for retention and monitor the item held in deposit to ensure timely delivery or pickup within the prescribed period.

10. Regulations 55(1) proviso:

Sub: Recall of the item from the post -provided that the item may be cancelled before it has been dispatched from the office of booking for reasons as may be specified.

Regulation 55(1) of the Post Office Regulations, 2024, mandates the reasons to be specified for cancellation of the article from post provided it has not been dispatched. Accordingly, it has been decided that sender or his authorised representative may

provide any reason whatsoever for cancellation of the item before it has been dispatched from the office of booking. The procedure for cancellation shall be as under:

Procedure for Cancellation of an Article:

- i. The sender or their authorized representative must submit a written request for cancellation at the same post office where the item was booked. This request should include:
 - Original receipt of the booking.
 - Item number and other booking details.
 - Reason for cancellation.
- ii. The sender or authorized representative must provide valid identification (such as Aadhaar card, PAN card, etc.) to verify their authority to cancel the article.
- iii. The postal staff will verify if the article is still at the booking post office. If the article has not yet been dispatched, the cancellation request will be processed.
- iv. If the cancellation request is approved, the item may be returned to the sender or his authorized representative under proper receipt upon verification of identity.
- v. As far as refund is concerned, it is specified that no request of refund shall be entertained under any circumstances for domestic item containing documents. For other item, the refund amount will be processed based on the guidelines prescribed for that specific service.

11. Regulation 66(1):

Sub: The reasons for non-delivery shall be recorded by use of the standard remarks, as specified.

Regulation 66(1) of the Post Office Regulations, 2024, mandates the use of standard remarks on undelivered items. In compliance with this regulation and after a comprehensive review of best practices, the Department hereby prescribes the following standard remarks to be used by field delivery personnel.

2 Standard Remarks and Procedures: The following table outlines the standard remarks, scenarios for their use, and the prescribed final disposal of the article:

Sl.	Standard Remarks	Scenarios where Standard Remark to be used.	Final Disposal of the Article
1	Refused	Addressee is present but declines to accept the article for any reason.	Returned to sender
2	Addressee not	Address is located, but the addressee is not available	Kept in deposit

Sl.	Standard Remarks	Scenarios where Standard Remark to be used.	Final Disposal of the Article
	found	at the address in case of addressee specific delivery.	for 7 days and if nobody claims, returned to sender
3	Addressee left without instructions	Addressee is known to have left without leaving forwarding instructions.	Returned to sender
4	Premises Locked	When multiple attempts are made, but the premises are consistently found closed.	
5	Insufficient Address	Address is incomplete or inadequate to locate the recipient despite best efforts.	
6	Unclaimed	Delivery attempt made and notice/intimation served, but item not collected within prescribed time.	
7	Deceased	Addressee has passed away.	Return to sender
8	Redirected	Item forwarded to a new address based on addressee's written instructions.	Redirected on the same day
9	Missent	Item is received missent.	Item will be re-directed to correct address/Post office for further delivery
10	No Such Person	No such person is residing at the address mentioned on the article	Returned to sender
11	Damage	Shall be dealt as per the prescribed procedure to deal such damaged articles.	
12	Beat change	Item intended for some other beat but wrongly invoiced to some other beat.	To be invoiced to correct beat
13	Poste Restante	Poste Restante (C/o Postmaster) item will be kept with the Postmaster for 15 days and if not claimed, it will be returned to sender	
14	Others	Any remarks which are not covered in Sl 1 to 14.	Suitable action will be taken

Note:

- i. All delivery staff are required to use these standard remarks effectively and accurately.
- ii. Training sessions will be conducted for all delivery staff to ensure proper understanding and application of these remarks.
- iii. For monitoring the effective compliance, regular checks shall be done by the inspecting authorities during their visits to see that genuine and correct remarks are being given by the delivery staff.

12. Regulation 73(1)

Sub: The compensation shall be given in event of loss of, damage to, part loss of or delay of an item, subject to the conditions mentioned in these regulations except as otherwise specified.

Please refer Regulation 74 at Sl. 13

13. Regulation 74

Sub: There shall be payable to the sender of an insured item compensation not exceeding the amount for which the item has been insured, for the loss of the item or any of contents or for any damage caused to it in the course of transmission by post except in the cases as specified from time to time.

The existing conditions for compensation related to the loss, damage, part loss, or delay of Speed Post articles, as well as the exceptional cases for insured items where compensation is not payable, are sufficiently covered under the Post Office Regulations, 2024 vide its regulations No .73 to 77. Post office shall notify any further conditions or exceptions, if deemed necessary.

14 Regulation 76(1):

Sub: Compensation shall be payable in the period not exceeding 30 days after the date on which intimation of loss is given by the sender to the Post Office and shall be paid thereafter within a period of 10 days. In event of delay, compensation shall be payable as specified from time to time.

In the event of an exceptional delay in the settlement of a claim or complaint related to the loss of an insured item, compensation shall include interest for the delayed period. The interest will be calculated at the prevailing Postal Savings Bank (POSB) interest rates applicable during the period of delay.

15 Regulation 77(3):

Sub: The sender or addressee may claim compensation prescribed under the regulations on submission of a valid proof of booking along with the requisition, as specified

The following requisites must be submitted for the admission of a compensation claim in the event of loss, damage, or non-delivery of an insured item. These requisites are divided into two categories, depending on whether the claim is filed by the sender or the addressee:

(a) When the Claim is Preferred by the Sender:

1. **Original Booking Slip:** The sender must provide the original receipt or booking slip of the article.
2. **Application:** A formal application addressed to the Postmaster, containing:
 - i. Article number.
 - ii. Date of booking.
 - iii. Address of both the sender and the addressee.
 - iv. Details of the grievance, including the nature of the loss/damage.
 - v. Amount paid for booking.
3. **Non-Delivery Proof:** Delivery particulars obtained from the India Post website, indicating non-delivery or failure of delivery of the item.
4. **Identification Proof:** An Officially Valid Document (OVD) to verify the identity of the sender.
5. **Mode of Payment:** Details of the mode of payment for compensation, including:
 - i. Bank account details if compensation is to be paid through a bank transfer.
 - ii. Postal Savings Bank account details, if applicable.
6. **Contact Information:** Complete address and contact details of the sender.
7. **Other Relevant Information:** Any other information deemed necessary for processing the claim (e.g., additional supporting documents related to the item or service used).

(b) When the Claim is Preferred by the Addressee (Receiver):

1. **Booking Slip (If Available):** A copy of the booking slip, if the addressee has access to it.
2. **Application:** A formal application addressed to the Postmaster, which must be submitted within **2 days** of receiving the damaged item. Claims received after this period may not be entertained. The application should include:
 - i. Details of the damaged/lost item.
 - ii. Article number and booking details (if available).
3. **Evidence of Damage or Loss:** Photographs or videos clearly showing the damage or loss of contents inside the consignment.
4. **Identification Proof:** An OVD to verify the addressee's identity.
5. **Proof of Delivery (If required):** Any supporting documents or communication regarding the delivery status.

6. **Other Relevant Information:** Any other relevant details or documentation needed to facilitate the processing of the claim.

16 Regulation 85(1) & 85(2):

Sub: (1) All the items, which are not accountable, shall be treated as unaccountable item and transmitted in a manner as specified from time to time.

(2) The items shall be transmitted through the mode or in a manner, as specified from time to time.

Following instructions are hereby issued in respect of manner and modes of transmission for unaccountable articles

Manner of Transmission: Unaccountable items, which include ordinary letters, are those items for which no records of delivery are maintained. These items are not time-sensitive and are therefore transmitted using standard means of surface transportation. Post office follows the most efficient and cost-effective methods available for the movement of such articles, ensuring that the resources are utilized optimally. Delivery times are not guaranteed for unaccountable items, and compensation for delayed or lost items is not applicable.

Modes of Transmission: The choice of mode depends on the volume of items, geographical coverage, and the efficiency of the available transport infrastructure. Post Office is committed to providing economical and sustainable transport solutions for unaccountable items while ensuring reasonable delivery timelines. The modes of transmission for unaccountable items shall include the following:

- i. **Rail Transport:** Ordinary articles shall be sent through rail networks for long-distance transportation.
- ii. **Road Transport:** For intra-city, ordinary articles shall be dispatched via road using Mail Motor Services or contractual vehicles.
- iii. **Air Lifted Transport:** In specific cases where there are geographical constraints, certain unaccountable items may be transported through air or as decided by the post office on case-to-case basis.

17 Regulation 99(5) & 99(6) :

Sub:(5) The pick-up facility, proof of delivery, insurance, registration and other value-added services as specified from time to time, shall be available for speed post item on payment of specified fees.

(6) The item posted under the speed post shall generally be address specific i.e. it shall be delivered at the given address, unless otherwise specified.

99(5) – Value-Added Services for Speed Post: The following value-added services shall be available for Speed Post items, subject to payment of specified fees as outlined in Schedule IV of the Post Office Regulations, 2024:

- i. **Pick-up Facility:** Speed Post items can be picked up from the sender's location upon request. For details on the pick-up facility for regular customers, refer to PO Orders No. MO/02/2024 dated 16.12.2024. For BNPL (Book Now Pay Later) contractual customers, the pick-up facility is available under detailed PO Orders No. MO/03/2024 dated 16.12.2024.
- ii. **Proof of Delivery (POD):** A POD can be obtained as a value-added service for Speed Post items.
- iii. **Insurance:** Insurance coverage for Speed Post items can be availed to protect against loss or damage during transmission.
- iv. **Registration:** Registration of Speed Post items is available for enhanced security.
- v. **Other Services:** Any other value-added services introduced by the Department of Posts from time to time shall be made available, subject to the prescribed fees.

99(6) – Address-Specific Delivery for Speed Post Articles: All Speed Post items are generally delivered to the address specified by the sender. However, in specific cases where the sender requests delivery to a particular addressee rather than the address alone, such delivery will be carried out under the following conditions:

- i. **Address-Specific Delivery:** By default, Speed Post items shall be delivered to the address provided at the time of booking, without requiring confirmation from the recipient. This applies unless otherwise specified by the sender or unless additional fees are paid for delivery to a specific addressee.
- ii. **Delivery to Specific Addressee:** If the sender requires the article to be delivered only to a specific person (e.g., the addressee), this can be done upon payment of an additional fee. This is applicable for contractual customers, if specified, under BNPL or having National Account Facility (NAF) such as the Ministry of External Affairs (MEA) for passport services, where Speed Post articles are booked for delivery to a specific addressee.

18. Regulation {Proviso to 136 (2)}

Sub: Provided that the Post Office may specify other means of recording proof of delivery and sharing the same with the sender.

As per Regulation 136(2) of The Post Office Regulations, 2024, the Department of Posts is required to implement alternative means of recording Proof of Delivery (POD) to enhance customer convenience and satisfaction. The following provisions

outline the methods for recording POD apart from traditional signatures, ensuring greater transparency and reliability for senders.

(i) **Online Tracking System:** Delivery particulars will be updated on the India Post Track and Trace page, providing real-time status to both the sender and the addressee. This information will serve as proof of delivery.

(ii) **Mobile Notification:** Delivery confirmation may be sent via SMS to the mobile numbers provided at the time of booking. This notification will be treated as proof of delivery for the convenience of the sender and addressee.

(iii) **OTP-Based Delivery Confirmation:** An OTP (One-Time Password) can be sent to the recipient's mobile number. The delivery staff will request the OTP from the recipient, and the successful match will confirm delivery. The OTP confirmation will be recorded as POD.

(iv) Besides, any other digital means such as e mail notification, signature captured on handheld devices may also be served as POD

19. Regulation 136(4):

Sub: The sender may obtain an attested copy of the original receipt on payment of prescribed fee and in a manner specified from time to time.


As per Regulation 136(4) of The Post Office Regulations, 2024, the following procedure is hereby put in place for obtaining an attested copy of the original delivery receipt (Proof of Delivery) for Speed Post items:

1. **Application and Requisition Process:** The sender must submit a written application to the Postmaster of the nearest Post Office, clearly stating the request for an attested copy of the original delivery receipt. Along with the application, the sender must provide a requisition specifying the article details such as article number, date of posting, address of addressee etc. If the sender requests the attested copy to be sent by post, he/she must provide a return postal address, and the cost of postage will be charged at the time of submission of request.
2. **Fee for Attested Copy:** POD fee as prescribed will be charged for obtaining the attested copy of the original Proof of Delivery.
3. **Processing and Delivery:** If the request is submitted to a Post Office other than the office of delivery, the Postmaster will coordinate with the concerned delivery Post Office to obtain the attested copy. The attested copy of the delivery receipt will be provided to the sender either in person or by post, as requested, within 30 days of receiving the application, subject to the availability of records in the delivery office.

20. The Heads of Circles are requested to ensure that the procedures and administrative instructions outlined for the aforementioned regulations are strictly adhered to across all post offices and administrative offices under their jurisdiction. If necessary, proper training should be provided to the staff involved to familiarize them with the importance of these tasks and to facilitate smooth execution. A monitoring mechanism must be established to promptly address and resolve any customer complaints related to the quality of services provided by the Department. Continuous oversight will help maintain service standards and customer satisfaction.

22. These instructions become effective w.e.f. the date of implementation of the PO Regulations, 2024 and shall be applicable henceforth.

23. This issues with the approval of Director General.


16.12.24

(Hariom Sharma)
ADG (MO Division)

To,

All Heads of Circles/Regions

Copy to: -

1. Sr.PPS to Secretary (Posts).
2. Sr.PPS to Director General.
3. Sr.PPS/PPS/PS to the Members of Postal Service Board.
4. Addl. Director General, APS, New Delhi.
5. CGM, BD/Parcel Directorate/CGM CEPT.
6. Sr.DDG (Vigilance) & CVO/Sr.DDG (PAF).
7. Director, RAKNPA/GM, CEPT/Directors of All PTCs.
8. All PAOs.

F.No.MO Division-PO Regulation-2024
Government of India
Ministry of Communications
Department of Posts
Mail Operations Division

Dak Bhawan, Sansad Marg,
New Delhi-110001
Dated: 16.12.2024

Subject [Regulation 88(14)]: Administrative Instructions of the discount and value additions to the contractual customers for Speed Post Documents (Domestic) Under the Post Office Regulations, 2024-reg.

In pursuance of the introduction of "The Post Office Act, 2023" issued vide Notification no. S.O. 2352(E) dated 17th June, 2024, which came into force w.e.f. 18th June, 2024, repealing the Indian Post Office Act, 1898, the Department of Posts has introduced "The Post Office Regulations, 2024" effective from 16.12.2024. This Administrative order shall supersede all instructions, guidelines, orders related to the subject matter issued earlier by this office.

2. The changing market offerings and customer's needs has created a demand to re-look into the entire chain to provide customer convenience, single account management for all the requirements and making the discount structure more attractive to increase business.

3. In view of such developments, it was considered necessary to review the entire guidelines of operations, discount structure, value added services etc.

4. This PO Order shall supersede all instructions/orders issued on the subject from time to time and will be in force in future.

5. Volume Discount

5.1 The following discount structure will be available to contractual customers of Speed Post document(domestic):

Monthly Revenue	Discount rate (Credit facility)
	Speed Post Document(Domestic)
Rs 50,001/- to 5,00,000/-	10 %
Rs 5,00,001/- to 25,00,000/-	15 %
Rs 25,00,001/- to 100,00,000/-	20 %
Rs 100,00,001/- to 500,00,000/-	25 %
Above Rs 500,00,000/-	30 %

5.1.1 1% additional discount will be offered to those contractual customers who either avail advance deposit facility or make payment at the time of booking. In case monthly revenue is more than Rs. 25 lac, additional discount for such customers will be 2%.

5.1.2 The above-mentioned discount would be offered to the customers provided that the booking data is made available to the booking office by the customer in electronic format as prescribed. In respect of booking data received with a paper manifest only without soft copy, the discount amount offered to the contractual customer would be reduced by half.

5.2 There are also walk-in one-time customers who book across the counter. In order to attract such customers following discount will be offered to such customers while booking across the counter (No need of any agreement or contract):

Daily Revenue	Discount rate for Speed Post Document(domestic)
Rs 2,000/- to 1,00,000/-	5%
Above Rs. 1,00,000/-	10%

5.3 Consolidation of Speed Post Document(domestic) revenue of a customer shall not be allowed in any case.

5.4 The contractual Speed Post customers who are mailing their items from multiple locations may be offered consolidation of accounts under National Account facility at all booking locations for calculation of discount and billing and payment at a nodal office. All proposals of National Account facility involving multiple Circles should be referred to MO Division in Directorate for approval. (Illustration at Annexure- 'G'). No consolidation of Speed Post Domestic(domestic) business of a contractual customer at any location shall be allowed for calculation of discount.

6. Contractual customers will be given various value additions subject to fulfillment of prescribed conditions:

- Home pick up
- Flexible modes of payment viz. credit, advance deposit, payment at the time of booking
- Volume based discount
- Cash-on- Delivery facility
- Customised MIS and account management

7. Operational guidelines:

7.1 A "Contractual customer" in respect of Speed Post Document(domestic) is defined as anyone who provides Rs.10,000/- Rs. ten thousand only (exclusive of applicable taxes) worth of business either under Speed Post Document(domestic) in a calendar month at a single booking office and Rs.50,000/- Rs. fifty thousand only

(exclusive of applicable taxes) worth of business in case the booking happens at multiple locations.

Service	Speed Post
Minimum monthly revenue for eligibility as contractual customer at a single location.	Rs. 10,000/- Based on business requirement/competition, CPMG/PMG are empowered to revise limit on case-to-case basis in consultation with IFA
Minimum monthly revenue for eligibility as contractual customer for booking at multiple locations	Rs. 50,000/-
Minimum monthly revenue for eligibility of free pick up	Rs.10,000/- Based on business requirement/ competition, CPMG/PMG are empowered to revise limit on case-to-case basis in consultation with IFA
Place of booking	At identified booking offices
Minimum revenue for volume discount	Rs. 50,001/- and above
Modes of payment	Credit/ Advance deposit/ At the time of booking
Approving authority of Credit facility	Regional PMG for all cases falling under his/her region i.e. the location of office where agreement has been signed falls in the jurisdiction of the Region. CPMG for all other cases
Approving authority of advance deposit/ payment at the time of booking	Authority designated to sign the contract
Security deposit for credit facility	Equal to three billing cycles anticipated postage

7.2 The customer has to apply to the designated authority in the format prescribed at **Annexure- 'A'** for registering as a "Contractual customer" with Department of Posts to avail Speed Post Document(domestic) service.

7.3 The Contractual customers who opt to avail credit facility will have to enter into an agreement with Department in the format prescribed at **Annexure- 'B'**.

7.4 The contractual customers who opt to avail advance payment or payment at the time of booking will have to enter into an agreement with Department as per **Annexure-'C'**.

7.5 The designated authority after entering into agreement with the applicant will send a copy of the signed agreement for information of the approving authority. The office of 'Approving Authority' would maintain the record of disposal of all such cases received along with copies of agreement entered into by the designated authority.

7.6 The various value additions like Home Pick Up, Credit/ Advance Deposit facility, Volume discount etc. will be provided to contractual customers subject to following condition:

7.6.1 Home Pick up:

- i. Free pick up will be limited to municipal area to which the booking centre belongs or within a radius of 20 Km from the centre.
- ii. HOCs are empowered to extend the jurisdiction to provide free pick up of the consignments from the locations/ customer's premises beyond the municipal limit.
- iii. In specific cases, considering the business potential, extension counter of the designated Centre may be opened at the premises of the bulk customer or HOC may identify a booking centre in the vicinity of business.
- iv. HOC in consultation with C may work out the cost of home pick up so that pick up may be provided to those customers also who do not fulfill the above criterion.

7.6.2 Credit facility: Credit facility shall be provided to those customers who fulfill the following criterion:

- i. Credit facility will be offered to contractual customers only who enter into an agreement with the Department as given in **Annexure-‘B’** and present the consignments for booking at identified centers only.
- ii. Once the request of the customer to avail credit facility is approved by the competent authority, the customer will be required to furnish a security deposit in the form of ‘Bank Guarantee’s per format given at **Annexure- ‘D’**. Alternatively, security deposit may be furnished in the form of amount deposited in the Post Office through cash or Demand Draft/ Cheques duly pledged in the favor of Postmaster of the Post Office to which the booking centre is attached. Amount of security deposit to be furnished should be equal to expected business of three billing cycles.
- iii. In case a contractual customer opts to avail. Speed post document (domestic) service bank guarantee of appropriate amount may be accepted.
- iv. The Bank Guarantee should be issued by a Nationalized or Scheduled Bank.
- v. If the applicant is a Central/ State Government Ministry/ Department/ Nationalized Bank/Scheduled Bank/Public Sector Undertaking; in such cases, the authorized signatory of the applicant shall furnish an undertaking in the format given in **Annexure- ‘E’**.

- vi. The amount of Bank Guarantee shall be reviewed by the authority who has signed the agreement on a quarterly basis. In case amount of Speed Post document(domestic) service is found to exceed the amount of Bank Guarantee, a Bank Guarantee of the additional amount from the contractual customer would need to be taken.
- vii. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, credit facility will be withdrawn.

7.6.3 Advance Deposit facility/ Payment at the time of booking:

- (i) Since a provision of additional discount for customer availing advance payment or payment at the time of booking facility has been made in the discount structure, wide publicity of this feature may be given. Customers may be requested to adopt advance payment facility
- (ii) Contractual customers who want to avail advance deposit facility or make the payment at the time of booking have to sign an agreement as given in **Annexure- 'C'** and present the consignments for booking at identified centers only.
- (ii) Such advance deposit customer will have to open a deposit account with minimum amount of Rs. 1,000/-.
- (iii) Such requests of customers may be approved by authorities designated to sign the agreement and need not to be referred to Regional/ Circle Office.

7.7 Billing

- 7.7.1 The bill for Speed Post document(domestic) shall be issued separately.
- 7.7.2 The bill will be raised on a monthly basis (calendar month) by the office of booking.
- 7.7.3 The monthly bill will be raised by the booking office by the 7th day of the following month (Bill date). The contractual customer shall pay the bill amount in full on or before last day of the month in which bill is raised i.e. due date.
- 7.7.4 For customers providing monthly business of more than Rs.50 lac, if opted, the bill may be raised on fortnightly basis. However, the applicable discount for such customers will be adjusted on monthly basis in the bill raised in 2nd fortnight of the month.
- 7.7.5 For fortnight billing, 1st bill will be raised by 22nd day of the current month which shall be paid on or before 7th day of the following month. The bill of 2nd fortnight will be issued on 7th day of the following month which shall be paid on or before last day of the month in which bill is raised i.e. due date. Clause-9 of the agreement at Annexure-B may be modified accordingly for such customers.

- 7.7.6 In case the customer fails to make the payment by the due date, penalty at the rate of 12% per annum on the amount of the bill shall be imposed by the Department upon the defaulting customer (to be calculated on a daily basis). The penalty will be imposed from the Bill date. (Illustration at **Annexure- 'F'**)
- 7.7.7 No booking of Speed Post document(domestic) will be allowed from the defaulting customer after one month from the due date of the payment of bill till all the pending bills along with the penalty due are paid in full to the Department.
- 7.7.8 In case of non-payment of bill even after 2 months from the bill date, action will be taken by the designated authority for invoking the Bank Guarantee for recover the total outstanding amount. This period can be extended for Central/ State Government organization by the concerned CPMG, if deemed fit.
- 7.7.9 However, the Department may accept the booking of Speed Post items from such defaulting customer on full prepayment of postage as a new customer in accordance with prevailing guidelines.
- 7.7.10 The offices of billing would prepare a monthly statement account of Speed Post booking received from contractual Customers in the format at **Annexure- 'H'** and submit a copy to its Divisional office/ Reporting office with copy endorsed to Regional Postmaster General and Chief Postmaster General. Regional Postmaster General and Chief Postmaster General would review the bulk bookings of the Speed Post Document(domestic) service in their Region/ Circle through their respective Finance Advisor.

8. Designated Authority:

Designated authorities to sign the agreement are given as follows:

Speed Post:

Office of Posting	Designated Authority
Sub Office	Divisional Head
HO/ MDG (up to HSG – I)	Divisional Head
HO/ GPO (Group 'B' & above)	Head of the Office
RMS units/ MBC	Divisional Head
BNPL booking Centers (Group B & above)	Manager/ In charge of BNPL booking centre
BNPL booking Centers (Below Group B)	Divisional Head

- 8.1 The designated authority shall verify the application and would forward both the copies of the application to the approving authority with his/her recommendation.

8.2 The approving authority shall examine the application in consultation with his/her financial advisor and would approve/ reject the application and send one copy of the application duly approved/ rejected to the designated authority. The second copy of the application would be retained by the approving authority.

9. Discount mechanism for Retail bookings:

9.1. Discount will be applicable in each case when a retail customer renders articles having Speed Post charges of Rs.2000/- or more, irrespective of number of bookings in a day. Sender address on all the articles should be same availing the admissible discount for Retail customers.

9.2. **Rounding off of Discount values:** Discount value will be calculated on the overall tariff value and adjusted against each article individually. The discount amount and the net amount collected (after deducting the discount amount from the existing net amount) will be printed on the receipt without rounding off them.

9.3 In case of Retail customer of Speed Post, the discount will be applicable for Speed Post items booked with cash payment over the counter. No discount will be offered to customer who brings fully pre-paid items for booking over the counters (postage affixed).

9.4 **Discount applicability on partially prepaid postage:** Discount will not be paid on fully pre-paid items as in those cases it is not possible to refund amount in the form of postage or franked amount and if same is refunded in case there will be discrepancy in actually paid amount and amount affixed on the items. However, in cases where postage is paid partially, altogether on all cases, discount will be applicable in all those cases limiting discount to exact amount or amount recoverable from the customer after deducting pre-paid amount.


9.5. **Rounding off the postage in case of bulk booking:** The fraction left after adding all the net amounts of the bulk booking transaction can be adjusted in the receipt of the last transaction. Fore.g., if the bulk booking of 10 articles is taken, of which net amount will be rounded off to 1956 and 0.48 Rs. Will be added to the amount to be collected as value of the 10th article of the bulk booking transaction while printing the 10th article receipt.

10. Immediate action be initiated to get into the agreement with such current contractual/bulk customers as per the new format (**Annexure 'B' & 'C'**), if required and obtain fresh bank guarantee (**Annexure- 'D'**) as stipulated in this PO order. This exercise should be completed at the earliest and latest by 31.12.2024.

11. All existing bulk customers be informed of the applicability of the new Discount Structure to be provided on all Speed Post bookings to be made by them from 01.01.2026 onwards.

12. These instructions become effective w.e.f. the date of implementation of the PO Regulations, 2024 and shall be applicable henceforth.

13. This issues with the approval of Director General.

 16.12.24

(Hariom Sharma)

ADG (MO Division)

To,

All Heads of Circles/Regions

Copy to: -

1.Sr.PPS to Secretary (Posts).

2.Sr.PPS to Director General.

3.Sr.PPS/PPS/PS to the Members of Postal Service Board.

4.Addl.Director General, APS, New Delhi.

5.CGM, BD/Parcel Directorate/CGM CEPT.

6.Sr.DDG (Vigilance) & CVO/Sr.DDG (PAF).

7.Director, RAKNPA/GM, CEPT/Directors of All PTCs.

8.All PAOs.

Application for entering into an Agreement with Department of Posts for Speed Post Document(Domestic) services

To,

The Designated authority

Sir/ Madam,

I would like to avail following services of the Department of Posts and to be registered as bulk (contractual) customer

Name of the service	<input type="checkbox"/> Speed Post <input type="checkbox"/>
Category	<input type="checkbox"/> Other than e-Commerce <input type="checkbox"/> e-Commerce
Cash on Delivery facility required	<input type="checkbox"/> YES <input type="checkbox"/> NO
National Account facility required (in case of booking from more than one locations)	<input type="checkbox"/> YES <input type="checkbox"/> NO
Number of booking locations and name of nodal office for centralised billing and payment	
Mode of Payment	<input type="checkbox"/> Credit under BNPL scheme <input type="checkbox"/> Advance deposit <input type="checkbox"/> At the time of booking
Whether Central/ State Government Ministry/ Department/ Nationalised Bank/ Scheduled Bank/ PSU	<input type="checkbox"/> YES <input type="checkbox"/> NO
Nature of the firm*	Registered/ Partnership/ Sole proprietor/ individual/ others (please specify)
PAN/ TIN/ CIN/ Aadhaar Card*	
Registered Office*	
Address where articles will be generated	
Address of correspondence	
Contact details	Name: Complete address with PIN Code: Ph. No. Fax (if any): Mobile No. Email id:
Approx. number of Speed Post items to be booked in each month and postage payable for them	
Any other facility viz pre-mailing etc required (please specify) #	
Date:	Place: Authorised Signatory*:

*Please provide supporting document.

subject to provision for same

Note: These KYC documents may be collected from customers requiring bulk booking facility for Speed Post document(domestic) service.

For Office Use

a) It is certified that the information as given above have been verified with the supporting documents and found correct

b) Recommended for entering into an agreement for proving credit/ Advance deposit facility.

c) Not Recommended due to following reasons (strike-off if not applicable):-

(i)

(ii)

Signature of Designated Authority

a) The Application is hereby approved for entering into an agreement for proving credit/ Advance deposit facility/ payment at the time of booking [please tick appropriate option]

a) The Application is hereby rejected due to following reasons (strike-off if not applicable):-

(i)

(ii)

Signature of Approving Authority

An agreement made this _____ day of _____ between the Department of Posts on behalf of the President of India (hereinafter called the 'Department' on the one part) and _____ having its Head Office at _____ residing at _____ (hereinafter called 'the sender' which expression shall unless excluded by or repugnant to the context be deemed to include his successor, representatives and permitted assigns) on the other part.

Whereas the Department has agreed with the sender to book, transmit and deliver such articles, presented by the sender as Speed Post Document(domestic) under credit as per the terms & conditions hereinafter contained.

It is hereby mutually agreed and declared by and between the parties hereto as follows:

1. This agreement shall come in force as from the _____ day of _____ and shall continue in force for a period of _____ years.
2. The sender shall prepare, pack and make up the Speed Post Document(domestic) consignments as prescribed by the Department. The contents, shape and size of the items shall be according to the provisions and conditions provided for and as notified by the Department from time to time.
3. The sender shall ensure that no article, transmission of which is prohibited for transmission as Speed Post Document(domestic) consignments as per the instructions issued by the Department from time to time, is presented for booking.
4. The sender shall fill up correctly such documents / records, which may be prescribed by the Department to enable it to book, convey and deliver the articles expeditiously.
5. The expected monthly postage on booking of Speed Post Document(Domestic) consignments comes to Rs._____.
6. Security deposit in form of _____ for Rs, _____ (in figures) _____ (in words), which is equal to anticipated of three billing period Speed Post Document(domestic) charges has been furnished by the sender and is enclosed.

OR

As the sender is a Central/ State Government Ministry/ Department/ Nationalized/Scheduled Bank/ Public Sector Undertaking, the authorized signatory of the sender has furnished an undertaking that the sender shall make the full payment of the bills raised by the Department by the end of the month following the month of which the bill pertains.

7. In case of revision of Speed Post items charges etc. the Department shall hold the right to revise the amount of security deposit to be furnished. In case of any such revision, the sender shall furnish the security deposit of the additional amount within a period of four weeks of intimation by the Department.
8. The arrangements covered by this contract shall be liable to be terminated by either party without assigning any reasons thereof at any time giving one month's notice in writing to the other party.
9. The Department shall raise the Speed Post charges bill by 7th of every month in respect of all Speed Post items booked by the sender of his authorised agents/sellers in the preceding month. The sender shall pay the bill amount in full on or before last day of the month in which bill is raised or due date fixed in case of fortnightly billing.
10. In case the sender fails to make the payment by the due date, penalty at the rate of 12% per annum on the amount of the bill shall be imposed upon the defaulting organization (to be calculated on a daily basis). The penalty will be imposed from the Bill date.
11. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, credit facility will be withdrawn
12. No booking of Speed Post items will be allowed from the sender after one month from the due date of the payment of bill till all the pending bills along with the penalty due are paid in full to the Department. In case of non-payment of bill even after 2 months from the due date, Department will have the right to invoke the security deposit for recovery of the total outstanding amount.
13. Any payment due to the firm from the Department will not be adjusted against the bill.
14. Sender shall abide by all rules and orders etc. brought out by the Department from time to time on the subject.
15. Department will not be responsible for the quality/content of the product being sent by the contractor of his authorized agent.
16. As the sender is sending COD articles also, sender must assure to remit back any amount paid to him or any of his seller wrongly or in case where double payment is noticed.
17. Any claim of the sender shall not be adjusted against amount payable to Department.
18. The sender must understand that Speed Post item is not an insured service unless expressly provided and liability of Speed Post document(domestic) is limited to the provision of Post Office Act, 2023.

19. In case of any legal implications, the same should be dealt only in the jurisdiction of office where the agreement is signed.

20. The Sender shall post its articles at _____ Office (s).

Witness:

1.

2.

1. Signed by _____ for and on behalf of the President of India.	2. Signed by _____ for and on behalf of the _____
---	---

An agreement made this _____ day of _____ between the Department of Posts on behalf of the President of India (hereinafter called the 'Department' on the one part) and _____ having its Head Office at _____ residing at _____ (hereinafter called 'the sender' which expression shall unless excluded by or repugnant to the context be deemed to include his successor, representatives and permitted assigns) on the other part.

Whereas the Department has agreed with the sender to book, transmit and deliver such articles, presented by the sender as Speed Post document(domestic) under Advance deposit/ making payment at the time of booking as per the terms & conditions hereinafter contained.

1. It is hereby mutually agreed and declared by and between the parties hereto as follows:
2. This agreement shall come in force as from the _____ day of _____ and shall continue in force for a period of three years.
3. The sender shall prepare, pack and make up the Speed Post consignments as prescribed by the Department. The contents, shape and size of the articles shall be according to the provisions and conditions provided for and as notified by the Department from time to time.
4. The sender shall ensure that no item, transmission of which is prohibited for transmission as Speed Post consignments as per the instructions issued by the Department from time to time, is presented for booking.
5. The sender shall fill up correctly such documents / records, which may be prescribed by the Department to enable it to book, convey and deliver the articles expeditiously.
6. The expected monthly postage on booking of Speed Post consignments come to Rs. _____.
7. The arrangements covered by this contract shall be liable to be terminated by either party without assigning any reasons thereof at any time giving one month's notice in writing to the other party.
8. The Department shall raise the Speed Post charges statement (for deposit account customers) by 7th of every month in respect of all Speed Post consignments booked by the sender in the preceding month showing the balance available in his account and amount utilized.

9. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, facility of bulk booking will be withdrawn.
10. Sender shall abide by all rules and orders etc. brought out by the Department from time to time on the subject.
11. Any claim of the customer shall not be adjusted against the amount payable to the Department.
12. The Sender understands that Speed Post is not an insured service unless expressly provided and liability of Speed Post is limited to the provisions of Post Office Act, 2023.
13. In case of any legal implications, the same should be dealt only in the jurisdiction of office where the agreement is signed.
14. The Sender shall post its articles at _____ Office.

Witness:

1.

2.

1. Signed by _____ for and on behalf of the President of India.	2. Signed by _____ for and on behalf of the _____
---	--

FORM OF BANK GUARANTEE

In consideration of the President of India (hereinafter called "the Government") having agreed to enter into an agreement with - _____ (hereinafter call the "the Customer(s)", under the terms and conditions of said Agreement dated _____ made between _____ and _____ for _____ (hereinafter call "the said Agreement"). The Customer is required to furnish an unconditional and irrevocable bank guarantee for Rs. _____ (Rupees _____ only) issued by a nationalized/ scheduled bank as security for the due fulfilment by the said Customer(s) of the terms and conditions contained in the said Agreement. We _____ (indicate the name of the bank), hereinafter referred to as "the Bank" at the request of _____ Customer(s) do hereby guarantee the due and punctual performance of all obligation of Customer under the agreement and undertake to pay to the Government an amount not exceeding Rs. _____ (Rupees _____) against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Customer(s) of any of the terms and conditions contained in the said Agreement.

2. We _____ (indicate the name of the bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the "Government" by reason of breach by the said Customer(s) of any of the terms and conditions contained in the said Agreement or by reason of the Customer(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees _____).

3. We undertake to pay to the "Government" any money so demanded notwithstanding any dispute or disputes raised by the Customer(s) in any suite or proceeding pending before any court of tribunal relating thereto or liability under this present being absolute and unequivocal.

4. We, _____ (indicate the name of the bank) further agree that the guarantee herein contained shall be irrevocable and shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said Agreement have been fully paid and its claims satisfied or Discharged or till _____

Office/
Department/Ministry of _____ certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Customer(s) and accordingly discharges this guarantee. Unless a demand or claim

under this guarantee is made on us in writing on or before the _____ we shall be discharged from all liabilities under this guarantee thereafter.

5. We _____ (indicate the name of bank) further agree with the "Government" that the "Government" shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Customer(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the "Government" against the said Customer(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Customer(s) or for any forbearance, act or commission on the part of the "Government" or any indulgence by the "Government" to the said Customer(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision have effect of so relieving us.

6. This guarantee will not be discharged due to any change either in the constitution of the Bank or the Customer(s) or in both.

7. We _____ (indicate the name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the "Government" in writing.

8. It is declared that the undersigned is duly authorized to execute this guarantee for an on behalf of the bank.

Dated the _____ day of _____ 20

For _____
(indicate the name of the Bank)

**PROFORMA OF UNDERTAKING TO BE PROVIDED BY GOVERNMENT
ORGANISATIONS/ NATIONALIZED/SCHEDULED BANKS/PUBLIC SECTOR
UNITS**

UNDERTAKING

I _____, designation _____ on behalf of
_____ (Name and address of the organization) hereby
undertake to ensure payment of the monthly bills to be raised by the Department of
Posts for the Speed Post/ Express/ Business Parcel consignments to be booked by
_____ (name of organization) under credit facility (BNPL scheme) to
the Department of Posts by the due date indicated in the bill.

Signature
Name _____
(Designation Stamp of the Officer)

Certified that _____, Designation _____ is
competent to issue this undertaking on behalf of _____ (name of the
organization)

Signature & seal of the competent authority of the Organization.

(F.No.MO Division-PO Regulation-2024/PO ORDER-MO/02/2024) **Annexure 'F'**
ILLUSTRATION FOR IMPOSING PENALTY

If 'X' Billing Office has raised the following bill on Firm 'A' for the month of October'2016 on 6th November 2016:

Total Speed Post charges	Rs 1,00,000	
Discount (-)	Rs 10,000	(10% of Rs 1,00,000)
Net postage payable (Principal Amount)	Rs 90,000	(1,00,000 – 10,00)
Service tax & Edu Cess (+)	Rs 13,500	(Presently 15% on Rs 90,000)
Net Amount payable	Rs 1,03,550	(97,500 + 13,500)

Bill Date: 6th November 2016

Due Date: 30th November 2016 (Last day of the month in which bill has been raised)

The following possible scenarios emerge: -

Scenario 1:

Firm 'A' makes payment of Rs 1,03,550 before 30th November, 2016.

Action 1:

No Action required

Scenario 2:

Firm 'A' makes payment on 6th December 2013 (within one month from the Due Date)

Action 2:

Penalty to be calculated as follows: -

Principle amount	:	Rs 90,000	[Net Postage Payable]
Rate	:	12%	
Default period	:	30 days (November'13: 25 days, Decmber'13: 5 days)	
Interest	:	$\frac{90000 \times 12 \times 30}{365 \times 100} = 887.67 = \text{Rs } 888$	

Total Amount Due (payable on 06.12.2016: Rs 1,03,500 + Rs 888 = Rs 1,04,388/-

Scenario 3:

Firm 'A' makes payment on 5th January 2017 (after one month from the Due Date)

Action 3:

Speed Post booking for Firm 'A' to be discontinued from 30th December 2016 till the date of payment outstanding dues i.e. 5th January 2017.

Penalty to be calculated as follows: -

Principle amount	:	Rs 97,500	[Net postage payable]
Rate	:	12%	
Default period	:	60 days (November'2016: 25 days, December'2016: 31 days, January'2017: 4 days)	

Interest	:	$\frac{90000 \times 12 \times 60}{365 \times 100} = 1775.34 = \text{Rs } 1775$
----------	---	--

Total Amount Due : Rs. 1,09,551 + Rs 1923 = Rs 1,11,474/-

Scenario 4:

Firm 'A' has not made payment till 30th January 2017 (Two months from the due date)

Action 4:

Speed Post booking for the customer to be discontinued from 30th December 2016.

Designated authority to address the bank for invoking the Bank Guarantee for recovering the Total Outstanding Amount on 30th January 2017.

ILLUSTRATION FOR CALCULATION OF DISCOUNT IN CASE OF BOOKING AT MULTIPLE LOCATIONS**Speed Post**

Location	Discount in case booking at single location					Discount on consolidation of revenue booking at multiple locations			
	Monthly revenue (In Rs.)	Credit customer		Advance payment or payment at the time of booking		Monthly revenue (In Rs.)	Credit customer		Advance payment or payment at the time of booking
		%age	In Rs.	%age	In Rs.		%age	In Rs.	
Location A	1,00,000	10.00	10,000	11.00	11,000	3,00,000	10.00	30,000	11.00
Location B	1,00,000	10.00	10,000	11.00	11,000				
Location C	1,00,000	10.00	10,000	11.00	11,000				
Location A	5,00,000	10.00	50,000	11.00	55,000	15,00,000	15.00	2,25,000	16.00
Location B	5,00,000	10.00	50,000	11.00	55,000				
Location C	5,00,000	10.00	50,000	11.00	55,000				
Location A	25,00,000	15.00	3,75,000	16.00	4,00,000	75,00,000	20.00	15,00,000	22.00
Location B	25,00,000	15.00	3,75,000	16.00	4,00,000				
Location C	25,00,000	15.00	3,75,000	16.00	4,00,000				
Location A	50,00,000	20.00	10,00,000	22.00	11,00,000	150,00,000	25.00	37,50,000	27.00
Location B	50,00,000	20.00	10,00,000	22.00	11,00,000				
Location C	50,00,000	20.00	10,00,000	22.00	11,00,000				
Location A	100,00,000	25.00	25,00,000	27.00	27,00,000	300,00,000	25.00	75,00,000	27.00
Location B	100,00,000	25.00	25,00,000	27.00	27,00,000				
Location C	100,00,000	25.00	25,00,000	27.00	27,00,000				

(F.No.MO Division-PO Regulation-2024/PO ORDER-MO/02/2024) **Annexure 'H'**
MONTHLY ACCOUNT OF SPEED POST DOCUMENT(DOMESTIC) BOOKING
ACCEPTED FROM BNPL CUSTOMERS MAINTAINED AT BILLING OFFICE

Name of the Booking Office:

Name of Billing office:

Name of the Customer:

Month:

	No. of items received in the month		Speed Post/ Express/ Business Parcel revenue for consignments	
	With paper manifest	With soft copy in the prescribed format	With paper manifest	With soft copy
	(1)	(2)	(3)	(4)
(5)	Total Speed Post/ Express / Business Parcel business for the month			(3) + (4)
(6)	Discount % applicable on {(3) + (4)} (as per para 5 (a))			A
(7)	Total Discount applicable			$\frac{1}{2} \times (A\% \text{ of } (3)) + A\% \text{ of } (4)$
(8)	Net Speed Post/ Express/ Business Parcel charges			(5) – (6)
(9)	Service tax & education cess (as applicable on (8))			
(10)	Net amount payable			(8) + (9)

To: -

1. Divisional/ Reporting office

Copy to: -

1. Circle Office
2. Regional Office

PO ORDER –MO/03/2024.
F.No.:MO Division-PO Regulation-2024
Government of India
Ministry of Communications
Department of Posts
Mail Operations Division

Dak Bhawan, Sansad Marg,
New Delhi-110001
Dated: 16.12.2024

Subject [Regulation (170)]: Administrative Instructions of the Credit Facility (BNPL Scheme) to the Contractual customers Under the Post Office Regulations, 2024-reg.

In pursuance of the introduction of "The Post Office Act, 2023" issued vide Notification no. S.O. 2352(E) dated 17th June, 2024, which came into force w.e.f. 18th June, 2024, repealing the Indian Post Office Act, 1898, the Department of Posts has introduced "The Post Office Regulations, 2024" effective from 16.12.2024. This Administrative order shall supersede all instructions, guidelines, orders related to the subject matter issued earlier by this office.

2.The Term "Corporate Customer" for this purpose for BNPL facility refers to anyone who provides Speed Post documents (domestic) business worth Rs.10,000/- (Rs. Ten thousand) and above in a calendar month at a Speed Post booking office.

3.All the cases of enrollment/registration of corporate customer either BNPL or Advance Payment facility, providing monthly business of Rs.10,000/- (Rs. Ten thousand) and above at a single location shall be approved by the Director/Chief Postmaster in case of GPOs and Divisional Head for all other cases falling under his/her jurisdiction.

4.The maximum period up to which the BNPL/Advance Payment facility agreement with the eligible corporate customer can be signed shall be 3 years. In case the corporate customer wishes to sign the BNPL agreement for 3 years, the validity of the bank guarantee shall be 39 months from the date of signing of the agreement.

5.The time limit for registration of "Corporate customer" with Department shall be 2 days from the receipt of application complete in all respect along with KYC/supporting documents from the customer.

6.All the cases of contractual customers having monthly business less than Rs.10,000/- seeking BNPL facility, will be enrolled with the approval of CPMG or PMG as the case may be, subject to the conditions that free pick up, API integration etc. shall not be provided. The time limit for enrollment/registration of such

customers shall be 7 days of receipt of application complete in all respect along with KYC/supporting documents from the customer.

7.The eligibility for customer seeking BNPL facility with booking at multiple locations within a Circle/Region shall be the monthly Speed Post documents (domestic) business of Rs.1,00,000/- (Rs.one lakh) and above at all the locations. The Speed Post business at all the booking locations in the Circle/Region shall be clubbed for calculation of discount. The CPMG/PMG of respective Circle/Region shall be the approving authority for such cases. In exceptional cases, the limit in such cases can be revised with the approval of CPMG on case-to-case basis.

8.The instructions for billing, discount, value added series & designated authority shall be governed as per instructions contained in PO order NO.MO/02/2024 dated 16.12.2024 meant for “Discount structure” to the corporate customer.

9.The BNPL/Advance Payment agreement can be renewed subsequently with the existing terms and conditions for a period of 2 years on each occasion by the approving authority provided that the customer will furnish renewal/afresh security deposit of amount as prescribed by Department of Posts from time to time.

10.The authority designated to sign the agreement shall ensure renewal of the BNPL agreement before expiry of the existing agreement. In order to avoid delay, the case of renewal of BNPL agreement shall be initiated 2 months prior to expiry of the existing agreement.

11.The approving authority has to do due diligence before enrollment of corporate customer with the Department.


12.The amount of bank guarantee shall be reviewed by the authority who has signed the BNPL agreement with corporate customer on a quarterly basis. In case the amount of Speed Post documents (domestic) business found is exceed the amount of bank guarantee already furnished, a bank guarantee of additional amount shall be obtained from the customer.

13.The Divisional Heads will send a monthly statement by 10th date of the following month in a format prescribed as per **Annexure-F** to the respective Region/Circle. The performance of corporate customer registration process of the Divisions shall be monitored and reviewed by the Regions/Circles on monthly basis.

14.SOP for handling the Speed Post documents (domestic) business in BNPL/BPCs/Speed post Centers for BNPL/Advance deposit facility is enclosed as **Annexure-AA**.

15. These instructions become effective w.e.f. the date of implementation of the PO Regulations, 2024 and shall be applicable henceforth.

16. This issues with the approval of Director General.


(Hariom Sharma)
ADG (MO Division)
16.12.24

To,

All Heads of Circles/Regions

Copy to: -

1. Sr.PPS to Secretary (Posts).
2. Sr.PPS to Director General.
3. Sr.PPS/PPS/PS to the Members of Postal Service Board.
4. Addl. Director General, APS, New Delhi.
5. CGM, BD/Parcel Directorate/CGM CEPT.
6. Sr.DDG (Vigilance) & CVO/Sr.DDG (PAF).
7. Director, RAKNPA/GM, CEPT/Directors of All PTCs.
8. All PAOs.

SOP for handling the Speed Post Documents (Domestic) business in BNPL/BPCs/Speed post Centers for BNPL/advance deposit facility etc.

- (i) Speed Post item, the market leader in the domestic express industry, provides express and time-bound delivery of letters weighing up to 500gms. in India.
- (ii) The Dimension of the article would be in accordance to the size as prescribe in the India Post Office Rules,2023.
- (iii) Any “Contractual customer” who opt to avail credit facility under BNPL scheme, will have to enter into an agreement with Department in the format prescribed at **Annexure-A1** whileA “Contractual customer” who opt to avail Advance Payment Facility, will have to enter into an agreement with Department in the format prescribed at **Annexure-A2**

(iv) **Definitions:**

- (a) **Contractual costumer:** “Contractual customer” as anyone who provides business of Rs.10000/-of Speed Post in a calendar month at a booking office” and apply to the designated authority in the forma prescribed at **Annexure B**.
- (b) **Booking office:** The booking office is the office where customer books the Speed post items are booked under BNPL at the time of booking.
- (c) **Account office:** Account office is the office which raises the bill, checks it, maintain it and settle the account of the customer. Booking office i.e. booking centres itself is Account office. Sometimes BNPL booking centre is linked to Post office which will be treated as it’s account office.

(v) **Customer registration:**

- (a) The “Contractual customer” choosing/eligible to avail BNPL would identify Speed post booking office(s)/Speed post booking Centres from where the contractual customer will render the Speed post articles for booking.
- (b) The designated authority will forward the application along with the relevant documents to the approving authority through respective Divisional Heads. A register will be maintained in the Divisional Office in the format of **Annexure-C**.
- (c) Designated Authority will function be as per this office PO order No.MO/02/2024 dated 16.12.2024 meant for the discount structure to the corporate customer.

- d) The Approving Authority will examine the case. If the case is found fit in all respects, the approving authority will allot a BNPL customer code number and inform to the Divisional Head with a copy to designated authority concerned and the customer.
 - (f) On approval the designated authority will enter into agreement and obtain Bank Guarantee in the format as per **Annexure-D**.
 - (g) The Divisional Head will create Customer, Contact person and contract by logging in CRM(Customer Relation Management) portal using his ID. The Speed Post Booking office/Speed Post booking centres where the contractual customer avail the booking facility needs to be configured in the contract ID. The approved/permissible credit limit for the customer should also be configured in the contract ID. The Customer ID and Contract ID will be communicated to the respective designated authority, booking office (s) and to the customer along with the Excel file format prescribed for bulk booking.
 - (h) The date of the agreement with the customer/date of renewal of agreement will be updated against each customer in CRM portal invariably by the Divisional Head to enable system to know the payment particulars. The Divisional Head will make necessary entries in the column in the **Annexure-C**.
 - (i) If the applicant is a Central/State Government Ministry/Department/Nationalized Bank/Scheduled Bank/Public Sector Undertaking; in such cases, the authorized signatory of the applicant shall furnish an undertaking in the format given in **Annexure-E**.
 - (j) In the case Corporate Customer fails to provide minimum business prescribed for Credit facility (BNPL Scheme) for two consecutive months, Credit facility (BNPL Scheme) will be withdrawn.
- (vi) **Booking:**
- a) All the Speed Post Documents (Domestic) item's booking of contractual customer will be booked in CSI-POS software only. No Manual booking is allowed.
 - b) The contractual customer shall provide articles along with booking data in the MS-Excel format prescribed for bulk booking. The soft copy shall be exchanged remotely (.xml format). The CEPT shall provide support to the customer to exchange remote data of booking through the central server.
 - c) In respect of bulk booking data received with a paper manifest only without soft copy, the booking office will prepare the excel file/make the necessary data entry of these articles in software. Booking office shall issue a provisional receipt to the customer in lieu the

number of items in the format annexed as **Annexure-G**. The discount offered to these would be reduced to half.

- d) Speed Post items presented by Contractual Customer shall bear following information on the face of the article:

* Speed Post /Registered letter as the case may be in superscription.

* Full name & address of the addressee with PIN code and Mobile No. (if any).

* Full name and address of the sender and mobile number if any.

*Barcode sticker pasted/printed as per allotted series by the booking office, if any.

* BNPL customer ID as allotted by the Department of Post.

* Weight of the article.

- e) The customer will furnish the following declaration along with items:
" I hereby certify that the items presented or booking does not contain any dangerous or prohibited item according to Indian post Office Act/ Indian post Rules-2023.
- f) Before uploading the soft copy provided by the customer, the booking PA shall check with the physical items to verify the actual weight of items(physical) and the destination PINCODE with that note on the manifest provided by sender also check all the items to ensure that information as mentioned in para (d) above is furnished on the items.
- g) Once items are physically verified the same will be booked in the system and transferred to the dispatch branch for further processing and dispatch.
- h) No individual (item-wise) receipt shall be generated for booking of item handed over by the Contractual customers. The consolidated receipt generated for booking in CSI-POS should be printed and signed by the supervisor. A copy of the same should be supplied to the customer, Divisional office, office of bill payment and one office copy will be retained till the preservation period.

(vii) **Dispatch:**

- a) BNPL offices and BPCs authorised for direct bagging by the Directorate will send direct bags to NSHs across the country (including NSHs within the Circles), ICHs within the Circles and delivery Post Offices within the City where the offices are situated.

- b) BNPL offices and BPCs not having the direct bagging facility will send all the articles to the concerned Sorting Hub for further processing.

(ix) Payment options:

- a) The amount of the bill can be deposited in designated Post office. Such payment can be paid either in cash, cheque/Demand Draft (subject to realization). Alternatively, the Customer can deposit the amount directly in Post office account through ECS/ RTGS/ NEFT (subject to realization), if facility is available. In case of deposit made by cheque /DD/ECS/RTGS/NEFT, the date of realization of amount into Government account will be taken as date of deposit.

(x) Accounting procedure:

- a) The Revenue realised from BNPL will be classified under the Existing Head of Accounts allotted for Speed post.
- b) The Booking office shall maintain a separate register (**Annexure-I**) for all contractual customers in which separate pages will be allotted for each type of BNPL customers. Day to day transactions for booking of Speed post Documents (Domestic) items will be incorporated customer wise into their respective accounts. The pages of the register are to be numbered serial wise. The booking office will prepare monthly Bill (four copies) in respect of revenue to be realised under the scheme customer-wise. The booking Office will forward the copy of bill to Customer, Divisional Office, Post Office where the customer/ biller has desired to make the payment and one copy to HO. Concerned HO will send the bill in turn to circle PAO along with monthly cash account for further necessary action.
- c) **Role of Account office/circle office/Postal Account office:** All information are available in SAP for viewing by Accounts officer, co & DAP.
- d) The procedure for GST, reflection of BNPL/advance credit speed Post revenue realized in PO Accounts will be same as in case for Speed Post documents(domestic) service.

(xi) Preservation and Inspection of Records:

- a) **All the records pertaining to the BNPL scheme will be preserved for two years after the " closure of the account.**
- b) The inspecting officer will check the register (**Annexure-H**) maintained at the office of designated authority& register (**Annexure-I**) available with the billing office. The inspecting authority will check that all the monthly account is being maintained properly or not.
- c) The Inspecting officer will check the consolidated bill and the check that the designated authority raising the bill in time or not.

- d) The inspecting officer will check the status of account, whether all the payments have been made in time or not. In cases of default, whether the penalty imposed was correct or not (the inspecting officer shall check 2 to 3 such default cases selected randomly).
- e) In case of non-payment of the outstanding amount, whether the bank guarantee has been invoked by the designated authority of Speed Post booking office in time or not?
- f) If any irregularity found during the visit/inspection, must take suitable action and must be reported immediately to the next higher authority invariably for suitable action, as the case may be.

(F.No.:MO Division-PO Regulation-2024 PO ORDER –MO/03/2024.) **Annexure – A1**
Format of Agreement for BNPL customers

An agreement made this _____ day of _____ between the Department of Posts on behalf of the President of India (hereinafter called the 'Department' on the one part) and _____ having its Head Office at _____ residing at _____ (hereinafter called 'the sender' which expression shall unless excluded by or repugnant to the context be deemed to include his successor, representatives and permitted assigns) on the other part.

Whereas the Department has agreed with the sender to book, transmit and deliver such articles, presented by the sender as Speed Post documents(domestic) under credit as per the terms & conditions hereinafter contained.

It is hereby mutually agreed and declared by and between the parties hereto as follows:

1. This agreement shall come in force as from the _____ day of _____ and shall continue in force for a period of _____ years.
2. The sender shall prepare, pack and make up the Speed Post documents(domestic) as prescribed by the Department. The contents, shape and size of the articles shall be according to the provisions and conditions provided for and as notified by the Department from time to time.
3. The sender shall ensure that no item, transmission of which is prohibited for transmission as Speed Post documents(domestic) as per the instructions issued by the Department from time to time, is presented for booking.
4. The sender shall fill up correctly such documents / records, which may be prescribed by the Department to enable it to book, convey and deliver the items expeditiously.
5. The expected monthly postage on booking of Speed Post documents(domestic) comes to Rs. _____.
6. Security deposit in form of _____ for Rs, _____ (in figures) _____ (in words), which is equal to anticipated of three billing period Speed Post document(domestic) charges has been furnished by the sender and is enclosed.

OR

As the sender is a Central/ State Government Ministry/ Department/ Nationalized/Scheduled Bank/ Public Sector Undertaking, the authorized signatory of the sender has furnished an undertaking that the sender shall make the full payment of the bills raised by the Department by the end of the month following the month of which the bill pertains.

7. In case of revision of Speed Post document(domestic) the Department shall hold the right to revise the amount of security deposit to be furnished. In case

- of any such revision, the sender shall furnish the security deposit of the additional amount within a period of four weeks of intimation by the Department.
8. The arrangements covered by this contract shall be liable to be terminated by either party without assigning any reasons thereof at any time giving one month's notice in writing to the other party.
 9. The Department shall raise the Speed Post documents(domestic) charges bill by 7th of every month in respect of all Speed Post document(domestic) booked by the sender of his authorised agents/sellers in the preceding month. The sender shall pay the bill amount in full on or before last day of the month in which bill is raised or due date fixed in case of fortnightly billing.
 10. In case the sender fails to make the payment by the due date, penalty at the rate of 12% per annum on the amount of the bill shall be imposed upon the defaulting organization (to be calculated on a daily basis). The penalty will be imposed from the Bill date.
 11. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, credit facility will be withdrawn
 12. No booking of Speed Post document(domestic) will be allowed from the sender after one month from the due date of the payment of bill till all the pending bills along with the penalty due are paid in full to the Department. In case of non-payment of bill even after 2 months from the due date, Department will have the right to invoke the security deposit for recovery of the total outstanding amount.
 13. Any payment due to the firm from the Department will not be adjusted against the bill.
 14. Sender shall abide by all rules and orders etc. brought out by the Department from time to time on the subject.
 15. Department will not be responsible for the quality/content of the product being sent by the contractor of his authorized agent.
 16. As the sender is sending item also, sender must assure to remit back any amount paid to him or any of his seller wrongly or in case where double payment is noticed.
 17. Any claim of the sender shall not be adjusted against amount payable to Department.
 18. The sender must understand that Speed Post document(domestic) is not an insured service unless expressly provided and liability of Speed Post document(domestic) is limited to the provision of Post Office Act, 2023.
 19. In case of any legal implications, the same should be dealt only in the jurisdiction of office where the agreement is signed.

20. The Sender shall post its items at _____ Office (s).

Witness:

1.

2.

1. Signed by _____
for and on behalf of the President of
India.

2. Signed by _____
for and on behalf of the

An agreement made this _____ day of _____ between the Department of Posts on behalf of the President of India (hereinafter called the 'Department' on the one part) and _____ having its Head Office at _____ residing at _____ (hereinafter called 'the sender' which expression shall unless excluded by or repugnant to the context be deemed to include his successor, representatives and permitted assigns) on the other part.

Whereas the Department has agreed with the sender to book, transmit and deliver such articles, presented by the sender as Speed Post document(domestic) under Advance deposit/ making payment at the time of booking as per the terms & conditions hereinafter contained.

1. It is hereby mutually agreed and declared by and between the parties hereto as follows:
2. This agreement shall come in force as from the _____ day of _____ and shall continue in force for a period of three years.
3. The sender shall prepare, pack and make up the Speed Post consignments as prescribed by the Department. The contents, shape and size of the articles shall be according to the provisions and conditions provided for and as notified by the Department from time to time.
4. The sender shall ensure that no item, transmission of which is prohibited for transmission as Speed Post consignments as per the instructions issued by the Department from time to time, is presented for booking.
5. The sender shall fill up correctly such documents / records, which may be prescribed by the Department to enable it to book, convey and deliver the articles expeditiously.
6. The expected monthly postage on booking of Speed Post consignments come to Rs. _____.
7. The arrangements covered by this contract shall be liable to be terminated by either party without assigning any reasons thereof at any time giving one month's notice in writing to the other party.
8. The Department shall raise the Speed Post charges statement (for deposit account customers) by 7th of every month in respect of all Speed Post consignments booked by the sender in the preceding month showing the balance available in his account and amount utilized.

9. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, facility of bulk booking will be withdrawn.
10. Sender shall abide by all rules and orders etc. brought out by the Department from time to time on the subject.
11. Any claim of the customer shall not be adjusted against the amount payable to the Department.
12. The Sender understands that Speed Post is not an insured service unless expressly provided and liability of Speed Post/ Express/ Business Parcel is limited to the provisions of Post Office Act, 2023.
13. In case of any legal implications, the same should be dealt only in the jurisdiction of office where the agreement is signed.
14. The Sender shall post its articles at _____ Office.

Witness:

1.

2.

1. Signed by _____ for and on behalf of the President of India.	2. Signed by _____ for and on behalf of the _____
---	--

Application for entering into an Agreement with Department of Posts for
Speed Post document(domestic) services

To,

The Designated authority

Sir/ Madam,

I would like to avail following services of the Department of Posts and to be registered as bulk (contractual) customer

Name of the service	<input type="checkbox"/> Speed Post <input type="checkbox"/>
Category	<input type="checkbox"/> Other than e-Commerce <input type="checkbox"/> e-Commerce
Cash on Delivery facility required	<input type="checkbox"/> YES <input type="checkbox"/> NO
National Account facility required (in case of booking from more than one locations)	<input type="checkbox"/> YES <input type="checkbox"/> NO
Number of booking locations and name of nodal office for centralised billing and payment	
Mode of Payment	<input type="checkbox"/> Credit under BNPL scheme <input type="checkbox"/> Advance deposit <input type="checkbox"/> At the time of booking
Whether Central/ State Government Ministry/ Department/ Nationalised Bank/ Scheduled Bank/ PSU	<input type="checkbox"/> YES <input type="checkbox"/> NO
Nature of the firm*	Registered/ Partnership/ Sole proprietor/ individual/ others (please specify)
PAN/ TIN/ CIN/ Aadhaar Card*	
Registered Office*	
Address where articles will be generated	
Address of correspondence	
Contact details	Name: Complete address with PIN Code: Ph. No. Fax (if any): Mobile No. Email id:
Approx. number of Speed Post item to be booked in each month and postage payable for them	
Any other facility viz pre-mailing etc required (please specify)	
Date:	Place: Authorised Signatory*:

*please provide supporting document.

subject to provision for same

Note: These KYC documents may be collected from customers requiring bulk booking facility for Speed Post items

For Office Use

- a) It is certified that the information as given above have been verified with the supporting documents and found correct
- b) Recommended for entering into an agreement for proving credit/ Advance deposit facility.
- c) Not Recommended due to following reasons (strike-off if not applicable):-
 - (i)
 - (ii)

Signature of Designated Authority

- a) The Application is hereby approved for entering into an agreement for proving credit/ Advance deposit facility/ payment at the time of booking [please tick appropriate option]
- a) The Application is hereby rejected due to following reasons (strike-off if not applicable):-
 - (i)
 - (ii)

Signature of Approving Authority

Register to be maintained at Divisional Office

Sr. NO .	Name and address of the applicant	Application received from customer on date	Status					If approved BNPL/advance deposit customer code No.	Remark,if any
			Office and designation of Approving Authority	Date of forwarding the application to the Approving authority	Date of receipt of application from approving authority	Approved /Rejected with reason	Date of communication of acceptance/rejection to the customer		

(Signature of PA)

(Signature of Supervisor/Manager)

(Counter Sign of Divisional Head)

FORM OF BANK GUARANTEE

In consideration of the President of India (hereinafter called "the Government") having agreed to enter into an agreement with - _____ (hereinafter call the "the Customer(s)", under the terms and conditions of said Agreement dated _____ made between _____ and for _____ (hereinafter call "the said Agreement"). The Customer is required to furnish an unconditional and irrevocable bank guarantee for Rs. _____ (Rupees _____ only) issued by a nationalized/ scheduled bank as security for the due fulfilment by the said Customer(s) of the terms and conditions contained in the said Agreement. We _____ (indicate the name of the bank), hereinafter referred to as "the Bank" at the request of _____ Customer(s) do hereby guarantee the due and punctual performance of all obligation of Customer under the agreement and undertake to pay to the Government an amount not exceeding Rs. _____ (Rupees _____) against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Customer(s) of any of the terms and conditions contained in the said Agreement.

2. We _____ (indicate the name of the bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the "Government" by reason of breach by the said Customer(s) of any of the terms and conditions contained in the said Agreement or by reason of the Customer(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees _____).

3. We undertake to pay to the "Government" any money so demanded notwithstanding any dispute or disputes raised by the Customer(s) in any suite or proceeding pending before any court of tribunal relating thereto or liability under this present being absolute and unequivocal.

4. We, _____ (indicate the name of the bank) further agree that the guarantee herein contained shall be irrevocable and shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said Agreement have been fully paid and its claims satisfied or Discharged or till _____ Office/

Department/Ministry of _____ certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Customer(s) and accordingly discharges this guarantee. Unless a demand or claim

under this guarantee is made on us in writing on or before the _____ we shall be discharged from all liabilities under this guarantee thereafter.

5. We _____ (indicate the name of bank) further agree with the "Government" that the "Government" shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Customer(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the "Government" against the said Customer(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Customer(s) or for any forbearance, act or commission on the part of the "Government" or any indulgence by the "Government" to the said Customer(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision have effect of so relieving us.

6. This guarantee will not be discharged due to any change either in the constitution of the Bank or the Customer(s) or in both.

7. We _____ (indicate the name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the "Government" in writing.

8. It is declared that the undersigned is duly authorized to execute this guarantee for an on behalf of the bank.

Dated the _____ day of _____ 20

For _____
(indicate the name of the Bank)

**PROFORMA OF UNDERTAKING TO BE PROVIDED BY GOVERNMENT
ORGANISATIONS/ NATIONALIZED/SCHEDULED BANKS/PUBLIC SECTOR
UNITS**

UNDERTAKING

I _____, designation _____ on behalf of
_____ (Name and address of the organization) hereby
undertake to ensure payment of the monthly bills to be raised by the Department of
Posts for the Speed Post/ Express/ Business Parcel consignments to be booked by
_____ (name of organization) under credit facility (BNPL scheme) to
the Department of Posts by the due date indicated in the bill.

Signature
Name _____
(Designation Stamp of the Officer)

Certified that _____, Designation _____ is
competent to issue this undertaking on behalf of _____ (name of the
organization)

Signature & seal of the competent authority of the Organization.

**MONTHLY STATEMENT OF ENROLMENT OF SPEED POST BNPL
CUSTOMERS**

(to be sent by Divisional Head to respective Circle/Regional Office by 10th of each month)

Name of the Division:

Statement for the month of: _____

Item		BNPL	Advance deposit	Total
Total Number of Corporate Customer already registered in the Division at the end of previous month	(a)			
Number of new Corporate Customer enrolled in the Division in the reporting month	(b)			
Number of new BNPL Customer enrolled in the Division having less than Rs.10,000/- of monthly business in the reporting month	(b1)			
Number of Corporate Customers did not turn back for renewal of agreement in the month, with reasons	(c)			
Total Number of Corporate Customer enrolled in the Division at the end of reporting month [(a) + (b)+(b1)] – (c)	(d)			
Number of BNPL/advance depositfacility agreements expired in the reporting month	(e)			
Number of BNPL/advance deposit Facility agreements renewed in the reporting month	(f)			

(Signature of the Divisional Head)

(F.No.:MO Division-PO Regulation-2024 PO ORDER –MO/03/2024.)**Annexure-G**

Format of provisional receipt in lieu of number of Speed Post items received from bulk customer

NO.		Date:		Name of office	
Customer Id and Name:					
Customer type: BNPL/Advance deposit					
Received following articles (No. of items):					
Speed Post Documents (Domestic)	Non-COD	Insured	total	Barcode Numberto.....	
This is a provision receipt and being issued to..... (Name of the customer and the customer ID) in lieu of receipt of number of items on dated.....in (name of BNPL office). Receipt of items do not mean that article have been booked on date of receipt. The articles will be booked after examination in respect of size and weight (physical and volumetric).					
Name of the issuing office.....					
Name.....					
Designation.....					
Date.....					

(F.No.:MO Division-PO Regulation-2024 PO ORDER –MO/03/2024.)**Annexure-H**

Monthly Account of (Name of the customer) for the month of.....

Sr.No.	Name of the customer	BNPL number/Advance deposit Account No.	Amount outstanding	Payment received	Net Amount due	Remark, if any

(Signature of Designated Authority)

(F.No.:MO Division-PO Regulation-2024 PO ORDER –MO/03/2024.)**Annexure-I**

Daily Account of Customer (name of the customer) for the date.....

BNPL Customer

Sr.N O.	Name of the custom er	BNPL Accou nt numbe r	No. of articles rende d by the custom er	Total postag e	GST applicabl e	Bookin g data receive d in soft copy (yes/N O)	Total amou nt due	Remark s, if any

(Signature of in charge of billing office with Seal)

Advance deposit account customer

Sr.N O.	Name of the custo mer	Advan ce depos it Accou nt numb er	Amoun t deposit ed and date	No. of article s render ed by the custo mer	Total postag e	GST applica ble	Booki ng data receiv ed in soft copy (yes/N O)	Total amou nt due	Remar ks, if any

(Signature of in charge of billing office with Seal)

PO ORDER NO.MO/04/2024
F.No.:MO Division-PO Regulation-2024
Government of India
Ministry of Communications
Department of Posts
Mail Operations Division

Dak Bhawan, Sansad Marg,
New Delhi-110001
Dated:16.12.2024

Subject [Regulation173(1) &(2)]: Administrative Instructions of the Advance Payment facility to the Contractual customers Under the Post Office Regulations, 2024-reg.

In pursuance of the introduction of "The Post Office Act, 2023" issued vide Notification no. S.O. 2352(E) dated 17th June, 2024, which came into force w.e.f. 18th June, 2024, repealing the Indian Post Office Act, 1898, the Department of Posts has introduced "The Post Office Regulations, 2024" effective from 16.12.2024. This Administrative order shall supersede all instructions, guidelines, orders related to the subject matter issued earlier by this office.

2." The Corporate customers" availing of "Advance Payment facility" at the time of booking will have to open a deposit account with minimum amount of Rs.1,000/- (Rs.One thousand) while In case of booking at multiple locations, minimum amount of advance deposit would be Rs.10,000/- (Rs. Ten thousand) provided that the booking data for the Speed Post documents(domestic) shall be available to the booking office by such contractual customer in the Excel file as per Format **(Annexure-A)** only.

3.The instructions for billing, discount, value added series & designated authority shall be governed as per PO order No MO/02/2024 dated 16.12.2024 meant for "Discount structure" to the corporate customer and SOP and other guidelines shall be governed as per PO order No MO/03/2024 dated 16.12.2024 meant for "Credit Facility (BNPL Scheme)" to the corporate customer.

4.Such requests for Advance Payment Facility of contractual customers may be approved by authorities designated to sign the agreement and need not be referred to Regional/Circle Office.

5.These instructions become effective w.e.f. the date of implementation of the PO Regulations,2024 and shall be applicable henceforth.

6. This issues with the approval of Director General.

(C,
Copy
16.12.24

(Hariom Sharma)
ADG (MO Division)

To,

All Heads of Circles/Regions

Copy to: -

- 1.Sr.PPS to Secretary (Posts).
- 2.Sr.PPS to Director General.
- 3.Sr.PPS/PPS/PS to the Members of Postal Service Board.
- 4.Addl.Director General, APS, New Delhi.
- 5.CGM, BD/Parcel Directorate/CGM CEPT.
- 6.Sr.DDG (Vigilance) & CVO/Sr.DDG (PAF).
- 7.Director, RAKNPA/GM, CEPT/Directors of All PTCs.
- 8.All PAOs.

Format of the booking data of Speed documents(domestic) to avail Advance Payment Facility by the contractual customers.

S L	Bar cod e	R E F	C i t y	P i n c o d e	N a m e	A D D 1	A D D 2	A D D 3	A D D R E M A I L	A D D R M O B I L E	S E N D E R M O B I L E	W e i g h t	InsVal	L	B	H	D	Item Sha pe	C o n t e n t T y p e	P r i o r i t y	A l t A d d r e s s 1	A l t A d d r e s s 2	A l t A d d r e s s 3	A l t C i t y	A l t S t a t e	A l t P i n c o d e	D e l i v e r y A d d T y p e	D e l i v e r y T i m e	De liv er y D a t e (Y Y Y M M D D)	R e f e r e n c e N o	Otp Deli very (Y/N)	Spds Delive ry(Y/N)		

PO ORDER NO.MO/05/2024
F.No.:MO Division-PO Regulation-2024
Government of India
Ministry of Communications
Department of Posts
Mail Operations Division

Dak Bhawan, Sansad Marg,
New Delhi-110001
Dated:16.12.2024

Subject [Regulation 172(1) & (2)]: Administrative Instructions of the National Account Facility to the Contractual customers Under the Post Office Regulations, 2024-reg.

In pursuance of the introduction of "The Post Office Act, 2023" issued vide Notification no. S.O. 2352(E) dated 17th June, 2024, which came into force w.e.f. 18th June, 2024, repealing the Indian Post Office Act, 1898, the Department of Posts has introduced "The Post Office Regulations, 2024" effective from 16.12.2024. This Administrative order shall supersede all instructions, guidelines, orders related to the subject matter issued earlier by this office.

2.The Term "Corporate Customer" for purpose of "National Account Facility" refers to anyone who provides Speed Post Domestic (domestic) business worth Rs.10,000/- (Rs. Ten thousand) and above in a calendar month at a Speed Post booking office.

3.National Account Facility involves booking of Speed Post item from more than one Circle. The condition for seeking National Account Facility shall continue to be Speed Post documents (domestic) business Rs.1 crore per annum from all the locations and all the cases for booking under NAF will be sent by Nodal Circle to Mail Operations Division of Postal Directorate for approval.

4.The maximum period up to which the NAF agreement with the eligible corporate customer can be signed shall be 3 years. In case the corporate customer wishes to sign the BNPL agreement for 3 years, the validity of the bank guarantee shall be 39 months from the date of signing of the agreement.

5. The time limit for enrollment/registration of such customers shall be 7 days of receipt of application complete in all respect along with KYC/supporting documents from the customer.

6.The NAF agreement can be renewed subsequently with the existing terms and conditions for a period of 2 years on each occasion by the CPMG of

Nodal Circle under intimation to the Mail Operations Division of Postal Directorate provided that the customer will continue to provide the business as prescribed to avail NAF and furnish renewed/afresh security deposit of amount as prescribed by Department of Posts from time to time.

7.The instructions for billing, discount, value added series & designated authority shall be governed as per instructions contained in PO order NO.MO/02/2024 dated 16.12.2024 meant for discount structure to the corporate customer.

8. The authority designated to sign the agreement shall ensure renewal of the NAF agreement before expiry of the existing agreement. In order to avoid delay, the case of renewal of BNPL agreement shall be initiated 2 months prior to expiry of the existing agreement.

9.The amount of bank guarantee shall be reviewed by the authority who has signed the BNPL agreement with corporate customer on a quarterly basis.In case the amount of Speed Post(domestic) business found is exceed the amount of bank guarantee already furnished, a bank guarantee of additional amount shall be obtained from the customer.

10. The approving authority has to do due diligence before enrollment of “corporate customer” for National Account Facility with the Department.

11. SOP for handling the Speed Post Documents (Domestic) business in BNPL/BPCs/Speed post Centers for NAF customers is enclosed as (**Annexure-AA**).


12. The StandardAccounting Procedure for the apportionment of Revenue/Expenditure from one Circle/PAO to another Circle/PAO issued by Postal Accounts and Finance Wing vide OM No.PA/CSI/02/182/2022-23/997-1019 dated 25.04.2024 (**Annexure-I**) may be referred to in this regard.

13. All the Circles to ensure timely apportionment of Speed Post item revenue collected under NAF to the other booking Circles by the last date of the

month in which bill is settled by the customer, without any exception as per the extant Standard Operating and Accounting Procedure.

14. These instructions become effective w.e.f. the date of implementation of the PO Regulations, 2024 and shall be applicable henceforth.

15. This issues with the approval of Director General.


16.12.24.

(Hariom Sharma)
ADG (MO Division)

To,

All Heads of Circles/Regions

Copy to: -

1. Sr.PPS to Secretary (Posts).
2. Sr.PPS to Director General.
3. Sr.PPS/PPS/PS to the Members of Postal Service Board.
4. Addl. Director General, APS, New Delhi.
5. CGM, BD/Parcel Directorate/CGM CEPT.
6. Sr.DDG (Vigilance) & CVO/Sr.DDG (PAF).
7. Director, RAKNPA/GM, CEPT/Directors of All PTCs.
8. All PAOs.

SOP for handling the Speed Post Documents (Domestic) business in BNPL/BPCs/Speed post Centers for NAF customer etc.

- (i) Speed Post item, the market leader in the domestic express industry, provides express and time-bound delivery of letters weighing up to 500gms. in India.
- (ii) The Dimension of the article would be in accordance to the size as prescribe in the India Post Office Rules,2023.
- (iii) Any contractual customer who opt to avail credit facility under NAF scheme, will have to enter into an agreement with Department in the format prescribed at **Annexure A**.

(iv) Definitions:

- (a) **Contractual costumer:** Contractual customer as “anyone who provides business of Rs.10000/-of Speed Post item in a calendar month at a booking office” and apply to the designated authority in the forma prescribed at **Annexure B**.
- (b) **Booking office:** The booking office is the office where customer books the Speed post items which are booked under National Account facility at the time of booking. The Bill is to be generated for calendar month by all booking office.
- (c) **Account office:** Account office is the office which raises the bill, checks it, maintain it and settle the account of the customer. Booking office i.e.NAF booking centres itself is Account office. Sometimes NAF booking centre is linked to Post office which will be treated as it's account office.
- (d) **Nodal Circle Office:** - The Circle which consolidates the booking data of all the booking offices in the various Circles across the country and raise the consolidated bill for the customer and receive the payment for the bill and updates particulars of the bill on a web page centrally for the customer availing the National Account Facility.

(v) Customer registration:

- (a) The contractual customer choosing/eligible to avail National Account Facility would identify Speed post item's booking office(s)/Speed post item's booking Centres from where the contractual customer will render the Speed post items for booking and choose the Nodal Circle for payment of the Monthly Bills.

(b) All the cases for booking under NAF will be sent by Nodal Circle to Mail Operations Division of Postal Directorate for approval. Contractual customer who is eligible for NAF facility will have to

The cases for booking under NAF will be sent with the following details for approval to Mail Operations Division in the Directorate: -

b1) Complete details of organizations/ company.

b2) Locations from where services would be availed under National Account facility. Details for each location from where Speed Post item services are being availed.

b3) Current business performance at different locations, potential for business growth in upcoming years.

b4) The expectation regarding 'Nodal Circle' for entering into contract.

The Nodal Circle office in case of NAF will intimate the details of customer ID to CEPT for mapping it against the national customer.

(c) Mail Operations Division in the Directorate would approve creation of National Billing Account (Speed Post) and nominate a 'Nodal Circle' and examine the proposal in consultation with the concerned Circles. After approval by Mail operations Division in Directorate, 'Nodal Circle' would enter into an agreement with the concerned organization. Under this model BNPL system would only be available for payment. Security deposit in form of bank guarantee as per **Annexure-C**, based on traffic projection across all the booking centers would be taken by the Nodal Circle from the customer. Head of the Nodal Circle will accept addition of new booking locations. Head of the Nodal Circle will communicate the copy of approval of the proposal and approval for the addition of new booking location to the concerned Head of the Circle, concerned booking office, Mail Operations Division in the Directorate and CEPT.

(d) Designated Authority will function be as per this office PO order NO.MO/05/2024 dated 16.12.2024 meant for discount structure to the corporate customers.

(e) The designated authority shall verify the application and would forward both the copies of the application to the Nodal circle office for further submission to the approving authority with his/her

recommendations. The Nodal Circle office will further examine, verify and submit to the Mail Operations Division in Directorate with their recommendation.

(f) National Account facility would be required to be registered under prevailing Software at all the respective booking offices. However, the customer can use the same agreement at all the new booking locations. The local booking office have to intimate the details of customer ID etc. to CEPT for linking it to the National Account.

(g) If the applicant is a Central/State Government Ministry/Department/Nationalized Bank/Scheduled Bank/Public Sector Undertaking; in such cases, the authorized signatory of the applicant shall furnish an undertaking in the format given in **Annexure-D**.

(h) The date of the agreement with the customer/date of renewal of agreement will be updated against each NAF customer in CRM portal invariably by the Nodal Circle to enable system to know the payment particulars. The Nodal Circle will make necessary entries in the column in the **Format (Annexure -E)**.

(vi) **Booking:**

- a) All the Speed Post (domestic) items' booking of NAF customer will be booked in CSI-POS software only. No Manual booking is allowed.
- b) The NAF customer shall provide Speed Post items along with booking data in the MS-Excel format prescribed for bulk booking. The soft copy shall be exchanged remotely (.xml format). The CEPT shall provide support to the customer to exchange remote data of booking through the central server.
- c) In respect of bulk booking data received with a paper manifest only without soft copy, the booking office will prepare the excel file/make the necessary data entry of these Speed Post items in software. Booking office shall issue a provisional receipt to the customer in lieu the number of Speed Post items in the format annexed as **Annexure-F. The discount to the customer will be reduced to half.**
- d) speed Post items presented by NAF Customer shall bear following information on the face of the article:

* Speed Post items in superscription

* Full name & address of the addressee with PIN code and Mobile No. (if any).

* Full name and address of the sender and mobile number if any.

*Barcode sticker pasted/printed as per allotted series by the booking office, if any.

* NAF customer Account ID as allotted by the Department of Post.

* Weight of the article.

e) The NAF customer shall furnish the following declaration along with Speed Post item: " I hereby certify that the Speed Post Item presented or booking does not contain any dangerous or prohibited item according to Indian Post Office Act/ Indian post Rules.

f)Before uploading the softcopy provided by the customer, the booking PA shall check with the physical Speed Post items to verify the actual weight of itme (physical) and the destination PINCODE with that note on the manifest provided by sender also check all the item to ensure that information as mentioned in para (d) above is furnished on the article.

g)onceSpeed Post item are physically verified the same will be booked in the system and transferred to the dispatch branch for further processing and dispatch.

h)No individual (item-wise) receipt shall be generated for booking of Speed Post item handed over by the NAF customers. The consolidated receipt generated for booking in CSI- POS should be printed and signed by the supervisor. A copy of the same should be supplied to the NAF customer, Divisional office, office of bill payment and one office copy will be retained till the preservation period.

(vii) **Dispatch:**

- a) BNPL offices and BPCs authorised for direct bagging by the Directorate will send direct bags to NSHs across the country (including NSHs within the Circles), ICHs within the Circles and delivery Post Offices within the City where the offices are situated.
- b) BNPL offices and BPCs not having the direct bagging facility will send all the articles to the concerned Sorting Hub for further processing.

(viii) **Payment options:**

- a) The amount of the bill can be deposited in designated Post office. Such payment can be paid either in cash, cheque/Demand Draft (subject to realization). Alternatively, the Customer can deposit the amount directly in Post office account through ECS/ RTGS/ NEFT (subject to realization), if facility is available. In case of deposit made by cheque /DD/ECS/RTGS/NEFT, the date of realization of amount into Government account will be taken as date of deposit.

(ix) **Accounting procedure:**

- (a) The Revenue realised from NAF will be classified under the Existing Head of Accounts allotted for Speed post item.
- (b) The Booking office shall maintain a separate register (**Annexure -H**) for all NAF customers in which separate page will be allotted for NAF customers for Day-to-day transactions of booking of Speed Post (domestic) items will be incorporated. The pages of the register are to be numbered serial wise.
- (c) Role of Account office/circle office/Postal Account office: All informations are available in SAP for viewing by Accounts officer, co & DAP.
- (d) The procedure for GST, reflection of NAF speed Post revenue realized in PO Accounts will be same as in case for Speed Post documents (domestic) service.

(x) **Preservation and Inspection of Records:**

- a) **All the records pertaining to the NAF scheme will be preserved for two years after the " closure of the account.**
- b) The inspecting officer will check the register (**Annexure-H**) maintained at the office of designated authority & monthly report (**Annexure-G**). The inspecting authority will check that all the monthly account is being maintained properly or not.
- c) The Inspecting officer will check the consolidated bill and the check that the designated authority raising the bill in time or not.
- d) The inspecting officer will check the status of account, whether all the payments have been made in time or not. In cases of default, whether the penalty imposed was correct or not (the inspecting officer shall check 2 to 3 such default cases selected randomly).
- e) In case of non-payment of the outstanding amount, whether the bank guarantee has been invoked by the designated authority of Speed Post items' booking office in time or not'
- f) If any irregularity found during the visit/inspection, must take suitable action and must be reported immediately to the next

higher authority invariably for suitable action, as the case may be.

(xi) Role & Responsibility of the booking office:

- (a) Bills would be generated through the system and there would be no manual billing. It would be the sole responsibility of the booking office to generate bill through the system on the due date.
- (b) Due to any problem at the local booking office if bill could not be generated for the entire billing cycle, facility to enter the missing billing information will be provided online. The respective booking office should update such missing billing information by 5th of the month. (These figures also taken into consideration by the software by generating the consolidate bill.)
- (c) A monthly report will be prepared by the billing office for outstanding amount with the customers on the basis of the format prescribed as **Annexure-H** and forwarded to Divisional office on a monthly basis by 15th date of the month

(xii) Role & Responsibility of the Divisional office:

- (a) Divisional office being the administrative wing will watch whether payment has been received correctly from the customer. The Divisional office will seek the report in the Format **(Annexure-G)** from all the Billing office and consolidated report in the same format **(Annexure-G)** will be forwarded to the Nodal Circle office.

(xiv) Role & Responsibility of the Nodal Circle

- (i) The local booking offices and Nodal Circle Office are responsible to ensure that billing information for all the articles booked are correctly updated in the Central Server on time. The Officer in charge in the booking offices and the concerned operative staff would be personally responsible for any laxity in this regard which may lead to leakage of revenue. The Nodal Office should also make all efforts to guard against any leakage of revenue at any stage. The Nodal Office should ensure updation of billing information by all the booking office before 5th of the month.
- (ii) The Nodal Circle Office should not generate the consolidated bill if any of the booking office information is not updated. It is the responsibility of the Nodal Circle Office to generate consolidated bill by 7th of the month.

- (iii) In the case Contractual Customer fails to provide minimum business prescribed for NAF for two consecutive months, facility of bulk booking under NAF will be withdrawn by the Nodal Circle office.
- (iv) Customer availing National Account facility shall make the payment at identified office in the Nodal Circle. Payment should be accepted in full against the consolidated net amount due for all the booking locations. After receipt of payment the nodal office have to enter the details of payment received on the website meant for the purpose. The software will update payment information in all the booking location on the basis of information entered by the identified Nodal Office. It is the responsibility of the Nodal Office to enter the payment information only on the receipt of actual payment from the customer. Payment received to the extent for booking done in a particular Circle will be taken into revenue of the concerned Circle.
- (v) Only the The Nodal Circle will collect the payment and update the payment details on a web page. The Nodal Circle have to realize the exact amount shown as total amount due. Partial payments are not accepted. The total amount thus collected will be split and shown against each booking centre against collections for that centre. Further, the collection information will be sent from CEPT to the booking location. The booking location will consume the collection information and update locally so that the booking engine will allow further booking.
- (vi) In case of deposit made by cheque /DD/ECS/RTGS/NEFT, the date of realization of amount into Government account will be taken as date of deposit.
- (vii) After payment, the date, mode of payment and payment particulars will be updated in the SAP to implement subsequent billing and penalty for the defaulters by the office of Payment.

Format of Agreement for National Account facility to contractual customer

An agreement made this _____ day of _____ between the Department of Posts on behalf of the President of India (hereinafter called the 'Department' on the one part) and _____ having its Head Office at _____ residing at _____ (hereinafter called 'the sender' which expression shall unless excluded by or repugnant to the context be deemed to include his successor, representatives and permitted assigns) on the other part.

Whereas the Department has agreed with the sender to book, transmit and deliver such articles, presented by the sender as Speed Post Documents (Domestic) without prepayment of Speed Post charges as per the terms & conditions hereinafter contained.

It is hereby mutually agreed and declared by and between the parties hereto as follows:

1. This agreement shall come in force as from the _____ day of _____ and shall continue in force for a period of three year. _____ Circle would be the Nodal Circle for the purpose of this agreement.
2. The sender shall prepare, pack and make up the Speed Post Documents as prescribed by the Department. The contents, shape and size of the articles shall be according to the provisions and conditions provided for and as notified by the Department from time to time.
3. The sender shall ensure that no article, transmission of which is prohibited for transmission as Speed Post item as per the instructions issued by the Department from time to time, is presented for booking.
4. The sender shall fill up correctly such documents / records, which may be prescribed by the Department to enable it to book, convey and deliver the articles expeditiously.
5. The expected monthly Speed Post charges come to Rs. _____.
6. A bank guarantee of the amount _____, which is equal to four month's expected Speed Post charges has been furnished by the sender and is enclosed.
7. As the sender is a Central/ State Government Ministry/ Department/ Nationalized Bank / Public Sector Undertaking, the authorized signatory of the sender has furnished an undertaking that the sender shall make the full payment of the bills raised by the Department by the end of the month

following the month of which the bill is raised and is enclosed. (Para 6 would not be applicable in this case)

8. In case of revision of Speed Post charges etc. the Department shall hold the right to revise the amount of bank guarantee to be furnished. In case of any such revision, the sender shall furnish the bank guarantee of the revised amount within a period of four weeks of intimation by the Department.
9. The arrangements covered by this contract shall be liable to be terminated by either party without assigning any reasons therefore at any time giving one month's notice in writing to the other party.
10. The Department shall raise the Speed Post charges bill by 7th of every month in respect of all Speed Post consignments booked by the sender in the preceding month at all booking locations. The sender shall pay the bill amount in full on or before last day of the month in which bill is raised or due date fixed in case of fortnightly billing (Due Date).
11. In case the sender fails to make the payment by the due date, penalty at the rate of 12% per annum on the amount of the bill shall be imposed upon the defaulting organization (to be calculated on a daily basis). The penalty will be imposed from the Bill date.
12. No booking of Speed Post items will be allowed from the sender after one month from the due date of the payment of bill till all the pending bills along with the penalty due are paid in full to the Department. In case of non-payment of bill even after 2 months from the due date, Department will have the right to invoke the Bank Guarantee for recovery of the total outstanding amount.
13. Sender shall abide by all rules and orders etc. brought out by the Department from time to time on the subject.
14. The Sender understands that Speed Post is not an insured service unless expressly provided and liability of Speed Post is limited to the provision of Post Office Act, 2023 and Regulations framed thereunder.
15. The Sender shall post its articles at following Circles in offices identified against each Circle:

Name of the Circle	Name of the Region/Division	Name of office identified for posting of articles

Witness

1.

2.

Signed by _____ For and on behalf of President of India	Signed _____ by For and on behalf of the
--	---

(F.No.:MO Division-PO Regulation-2024PO ORDER NO.MO/05/2024) **Annexure**
– B

Application for entering into an Agreement with Department of Posts for
Speed Post document(domestic) services

To,

The Designated authority

Sir/ Madam,

I would like to avail following services of the Department of Posts and to
be registered as bulk (contractual) customer

Name of the service	<input type="checkbox"/> Speed Post <input type="checkbox"/>	
Category	<input type="checkbox"/> Other than e-Commerce <input type="checkbox"/> e-Commerce	
Cash on Delivery facility required	<input type="checkbox"/> YES <input type="checkbox"/> NO	
National Account facility required (in case of booking from more than one locations)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Number of booking locations and name of nodal office for centralised billing and payment		
Mode of Payment	<input type="checkbox"/> Credit under BNPL scheme <input type="checkbox"/> Advance deposit <input type="checkbox"/> At the time of booking	
Whether Central/ State Government Ministry/ Department/ Nationalised Bank/ Scheduled Bank/ PSU	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Nature of the firm*	Registered/ Partnership/ Sole proprietor/ individual/ others (please specify)	
PAN/ TIN/ CIN/ Aadhaar Card*		
Registered Office*		
Address where articles will be generated		
Address of correspondence		
Contact details	Name: Complete address with PIN Code: Ph. No. Fax (if any): Mobile No. Email id:	
Approx. number of Speed Post items to be booked in each month and postage payable for them		
Any other facility viz pre-mailing etc required (please specify) #		
Date:	Place:	Authorised Signatory*:

*Please provide supporting document.

subject to provision for same

Note: These KYC documents may be collected from customers requiring bulk booking facility for Registered Parcel

<u>For Office Use</u>	
a) It is certified that the information as given above have been verified with the supporting documents and found correct	
b) Recommended for entering into an agreement for proving credit/ Advance deposit facility.	
c) Not Recommended due to following reasons (strike-off if not applicable): -	
(i)	
(ii)	
Signature of Designated Authority	
a) The Application is hereby approved for entering into an agreement for proving credit/ Advance deposit facility/ payment at the time of booking [please tick appropriate option]	
a) The Application is hereby rejected due to following reasons (strike-off if not applicable):-	
(i)	
(ii)	
Signature of Approving Authority	

FORM OF BANK GUARANTEE

In consideration of the President of India (hereinafter called "the Government") having agreed to enter into an agreement with - _____ (hereinafter call the "the Customer(s)", under the terms and conditions of said Agreement dated _____ made between _____ and _____ (hereinafter call "the said Agreement"). The Customer is required to furnish an unconditional and irrevocable bank guarantee for Rs. _____ (Rupees _____ only) issued by a nationalized/ scheduled bank as security for the due fulfilment by the said Customer(s) of the terms and conditions contained in the said Agreement. We _____ (indicate the name of the bank), hereinafter referred to "the Bank) at the request of

Customer(s) do hereby guarantee the due and punctual performance of all obligation of Customer under the agreement and undertake to pay to the Government an amount not exceeding Rs. _____ (Rupees _____) against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Customer(s) of any of the terms and conditions contained in the said Agreement.

2. We _____ (indicate the name of the bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the "Government" by reason of breach by the said Customer(s) of any of the terms and conditions contained in the said Agreement or by reason of the Customer(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees _____).

3. We undertake to pay to the "Government" any money so demanded notwithstanding any dispute or disputes raised by the Customer(s) in any suite or proceeding pending before any court of tribunal relating thereto or liability under this present being absolute and unequivocal.

4. We, _____ (indicate the name of the bank) further agree that the guarantee herein contained shall be irrevocable and shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said Agreement have been fully paid and its claims satisfied or Discharged or till

_____ Office/
Department/Ministry of _____ certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Customer(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the _____ we shall be discharged from all liabilities under this guarantee thereafter.

5. We _____ (indicate the name of bank) further agree with the "Government" that the "Government" shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Customer(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the "Government" against the said Customer(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Customer(s) or for any forbearance, act or commission on the part of the "Government" or any indulgence by the "Government" to the said Customer(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision have effect of so relieving us.

6. This guarantee will not be discharged due to any change either in the constitution of the Bank or the Customer(s) or in both.

7. We _____ (indicate the name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the "Government" in writing.

8. It is declared that the undersigned is duly authorized to execute this guarantee for an on behalf of the bank.

Dated the _____ day of _____ 20

For _____
(indicate the name of the Bank)

Annexure-D

**PROFORMA OF UNDERTAKING TO BE PROVIDED BY GOVERNMENT
ORGANISATIONS/ NATIONALIZED/SCHEDULED BANKS/PUBLIC SECTOR
UNITS**

UNDERTAKING

I _____, designation _____ on
behalf of _____ (Name and address of the organization)
hereby undertake to ensure payment of the monthly bills to be raised by the
Department of Posts for the Speed Post documents(domestic) to be booked by
_____ (name of organization) under credit facility (BNPL
scheme) to the Department of Posts by the due date indicated in the bill.

Signature
Name _____
(Designation Stamp of the Officer)

Certified that _____, Designation _____ is
competent to issue this undertaking on behalf of _____ (name of the
organization)

Signature & seal of the competent authority of the Organization.

(F.No.:MO Division-PO Regulation-2024PO ORDER NO.MO/05/2024)

Annexure-E

Register to be maintained at Nodal Circle Office

Sr. NO .	Name and address of the applicant	Application received from customer on date	Status					If approved NAF customer code No.	Remarks, if any
			Office and designation of Approving Authority	Date of forwarding the application to the Approving authority	Date of receipt of application from approving authority	Approved /Rejected with reason	Date of communication of acceptance/ rejection to the customer		

(Signature of the In charge of the concern section in Nodal Circle)

(F.No.:MO Division-PO Regulation-2024PO ORDER NO.MO/05/2024)

Annexure-F

Format of provisional receipt in lieu of number of items received from bulk customer

NO.		Date:		Name of office	
Customer Id and Name:					
Customer type: BNPL/Advance deposit /NAF					
Received following items (No. of items):					
Speed Post Documents (Domestic)	Non-COD	Insured	total	Barcode Numberto.....	
This is a provision receipt and being issued to..... (Name of the customer and the customer ID) in lieu of receipt of number of items on dated.....in (name of BNPL office). Receipt of items do not mean that article have been booked on date of receipt. The item will be booked after examination in respect of size and weight (physical and volumetric).					
Name of the issuing office..... Name..... Designation..... Date.....					

(F.No.:MO Division-PO Regulation-2024PO ORDER NO.MO/05/2024)

Annexure-G

Monthly Account of (Name of the customer) for the month of.....

Sr.No.	Name of the customer	NAF number	Amount outstanding	Payment received	Net Amount due	Remark, if any

(Signature of the Designated Authority)

(F.No.:MO Division-PO Regulation-2024PO ORDER NO.MO/05/2024)

Annexure-H

Daily Account of Customer (name of the customer) for the date.....

NAF customer

Sr.N O.	Name of the custom er	NAF Accou nt numb er	No. of items render ed by the custom er	Total postag e	GST applicab le	Bookin g data receive d in soft copy (yes/N O)	Total amou nt due	Remark s, if any

(Signature of in charge of billing office with Seal)

PA/CSI/02/182/2022-23/997-1019
Government of India
Ministry of Communication
Department of Posts, PAF Wing
Tech Section, Dak Bhawan,
Sansad Marg, New Delhi – 110001
pawing.tech@indiapost.gov.in

Annexure-I (एम. ओ.)
Dy. Director General (MO)
डा. सं./Dy. No. 350
दिनांक/Date 24.4.24

Dated: 25th April 2024

To
All the Heads of Circles

Sub: BNPL Customer Balance Clearance – Revised Process (F-02 & F-04) from the
FY 2024-25 – Standard Accounting Procedure reg

This is regarding implementation of revised process for clearance of BNPL Customer bills in SAP for proper reflection of revenue in e-Lekha under the respective DDO's Accounts.

2. Reference is invited to the issues mentioned vide DGPS instructions in F.No: PA/CSI/04/161/2022-23 dated 17.11.2022 and 07.12.2022, regarding non-reflection of revenue through F-28 process in SAP, when two or more DDOs (CDDO/NCDDO & NAF Customers) are involved.

3. To address the issues in revenue reflection for BNPL Customers, the existing F-28 process is replaced with a combination of F-02/F-04 processes from the FY 2024-25 and hence F-28 T-Code is blocked for usage.

4. Standard Accounting Procedure for "BNPL Customer balance clearance (F-02 & F-04)" is attached for implementation by the Offices concerned. It is requested to issue necessary instruction to the operative units under your jurisdiction, to take action as mentioned in the attached SAP.

This issues with the approval of the Competent Authority.

ADG (P&M)

We should also
monitor this so that
revenue earned from
BNPL customers
is reflected
in e-lekha

DA: SAP dated 15.04.2024

Shivani Sharma
ADG (Accounts)

Copy to:

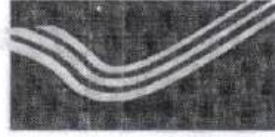
- (1) CGM, Parcel Directorate
- (2) All Heads of PAOs
- (3) DDG(PO) with reference to letter No: F.No: 27-15/2022-PO dated 10.07.2023
- (4) GM (BD) / DDG(MO) / DDG(IR&GB)
- (5) CEPT, Mysuru

ASP(M)

04/SP/231

29/4/24

भारतीय डाक



India Post

Government of India
Ministry of Communication
Department of Posts

(Tech Section- PAF Wing)

Standard Accounting Procedure

BNPL Customer Balance Clearance

(F-02 / F-04)

(Ver 1.0)

File No : PA/CSI/02/182/2022-23
Dated : 15th April 2024
Effective : From FY 2024-25
References : (1) DGPS Instructions vide PA/CSI/04/161/2022-23 dated 17.11.2022 & 07.12.2022
(2) PO Division 27-15/2022-PO dated 27.12.2022 to all HoCs
(3) PO Division 27-15/2022-PO dated 10.07.2023 to PAF Wing
(4) UAT Report of CEPT

Standard Accounting Procedure

BNPL Contractual Customer Balance Clearance (Revised process effective from the FY 2024-25)

1. Introduction:

Department of Posts offers to Contractual Customers "Book Now Pay Later" Service under certain products. BNPL Customers are allowed for booking their articles at one or more Booking locations as per their request.

2. Booking: (Business Cycle)

BNPL Customers may present their articles for booking at the predefined locations (Profit Centres). These locations (Profit Centres) may be in one or more than one spread across the country.

3. Billing - Revenue Earned (Accrual Accounting)

- ❖ During the first week of every month, Bills are raised in SAP for the services availed in the previous month, after applying the eligible discount to the BNPL Customer, for the business done across all the booking locations.
Eg: Articles booked in January are billed in February.
- ❖ When the bill is generated in SAP, billed amount with applicable GST is accounted in the respective Revenue & GST GL Accounts. Liability is raised against the respective BNPL Customer Account.
- ❖ It is not treated as revenue realized until payment is received and the outstanding balance in the Customer's Account is cleared in SAP.

4. Bill Payment

- ❖ As per agreement, the bill amount is to be paid by the BNPL Customer on or before the last day of the month in which month the bill is raised.
- ❖ BNPL Customers can make payment at one of the identified Booking Locations through any of the authorized payment modes.

5. Settlement - Revenue Realized (Cash Based Accounting)

- ❖ Payment received from the BNPL Customer is to be adjusted against the bill raised in the BNPL Customer's Account.
- ❖ If payment is received but bill is not settled in SAP results in uncleared balances in SAP and "Revenue is not reflected" in e Lekha.

6. Bills to be cleared from FY 2024-25:

- ❖ The payments received in Cash (or) in the Bank Account of the DDO from 01.04.2024 are to be taken into account for clearance of outstanding balances ("RV" Documents) in the Customer Account.
- ❖ Bills for which the **"Payments Received & Accounted in SAP up to 31.03.2024"** should not be cleared from the FY 2024-25.
- ❖ Bills for which the **"Payments Received but NOT ACCOUNTED in SAP up to 31.03.2024"**, may be cleared in FY 2024-25.

7. Apportionment of Revenue between DDOs / Circles:

- ❖ Revenue is accounted in the Profit Centre where the BNPL articles are booked. Hence, apportionment of revenue & applicable GST **does not arise**.

8. Existing F-28 Settlement Process & Challenges:

- ❖ F-28 Process will fetch revenue to eLekha against "Remittance to Bank clearing" GL Account only
- ❖ "Revenue" accounted in the Profit Centres under NCDDO, could not be cleared through "Remittance to Bank" as NCDDO does not have a Government Bank Account. Revenue is not reflected.
- ❖ "Revenue" accounted in different Profit Centres but payment received at one Profit Centre, could not be cleared through the existing F-28 process and "Revenue" under the respective DDOs is not reflected.

Note: F-28 T-Code is blocked from the FY 2024-25

9. Revised Settlement Process:

- ❖ F-02 at the Profit Centre where amount is received (including NAF)
- ❖ F-04 at the Profit Centre where Bill amount is accounted
(RSAO GL 4878200015 will be used for accounting between Profit Centres)

Note:

- (1) There is no change in the existing Billing Process.
- (2) F-02 & F-04 processes should be carried out in the same month before closure of account period.
- (3) Customer Account Balance **SHOULD NOT** be cleared directly with "Remittance to Bank".
- (4) Customer Balance is to be cleared by debiting 4878200015 (RSAO-BNPL Customer Incoming Payment), subject to confirmation from payment Office.

10. Scenarios

- (1) Involving **two different Profit Centres** where "Revenue is Accounted" and "Payment is Received" (Profit Centres may be under the same DDO or different DDOs)
- (2) Involving **same Profit Centre** where "Revenue is Accounted" and "Payment is Received" (Same DDO)

Note:

- (1) DDO includes CDDO & NCDDO and all the profit centres under the jurisdiction of that DDO.
- (2) BNPL Customers includes NAF Customers

11. Remittance to Bank Sequence:

- (1) If Cheque is received at a Profit Centre which does not have a Bank Account, the physical cheque is to be sent to the Profit Centre (HO) having Government Bank Account. No accounting entry is required in SAP. This process is same for SO to HO / NCDDO to CDDO / MBC - BPC to HO etc.,
- (2) The Profit Centre which receives the Cheque shall remit to the Bank and after clearance, it is posted in SAP through F-02 Process as mentioned in this document.
- (3) If Payment is received through NEFT ie., to the Bank Account directly, Payment Office will perform F-02 process and intimate the same to "Revenue Profit Centre(s)" concerned.

12. Accounting by the Profit Centre where BNPL Customer Payment is received:

- (a) Receive the amount by the Profit Centre either through Cash / Bank Credit (Cheque / DD / NEFT / RTGS etc.,)
 (b) Post the following accounting entries **on the current date** through T-Code F-02

Note:

- (1) F-02 is to be carried out only on receipt of payment from BNPL Customer
 (2) Current Date is the date on which the accounting entry is posted. Back Dated Transactions are to be avoided for correct reflection of revenue in e-Lekha.

Debit		Credit		Remarks
GL-HOA	Description	GL-HOA	GL Description	
48677*****	"Remittance to Bank clearing" of			Mandatory: Document Date & Posting Date: <<Current Date>>
867700102010000	the circle (If paid through Bank)	4878200015	RSAO-BNPL Customer Incoming Payment	Document Type: "SA"
4867100010	"DoP Cash" (If paid by Cash)	878200121010100		Doc. Header Text: <<Customer Account Number +Name>>
867100102010000				

- (c) In case of reversal of the above document, it should be done within T+2 days only. **Profit Centres where the above entry is posted shall be responsible for correct posting.**
 (d) **Only after correct and confirmed accounting, the payment information is to be communicated to other Profit Centres where Revenue is accounted ("RV" Document accounted). No reversal are to be made once it is communicated to other Profit Centres.**
 (e) Communicate the Incoming Payment details (Document Number, Customer Account No, Customer Name etc.,) to the Offices concerned (Profit Centres) where "RV" Documents are posted against the BNPL Customer Account. These details are to be communicated to the respective Profit Centres **on the same day** of performing F-02, without delay, to perform F-04 process.
 (f) Follow the process mentioned at Para 12 of this document, for clearing the Customer Liability i.e., "RV" document of their own Profit Centre.
 (g) Submit a monthly report to PAOs with a copy to DO, in Annexure-I (F-02 report)

Note:

- (1) Customer Account Balance **should not be cleared directly with "Remittance to Bank"**
 (2) "RSAO-Credit" is to be accounted even if the **Profit Centre is the same** (i.e. where "Revenue is accounted" and "Payment is received"). This Credit is cleared by debit in the same Profit Centre while performing F-04 process as in para 12.

13. Accounting Process by the Profit Centre where Revenue is accounted:

- Receives communication from the Profit Centre where the amount was received (Ref: Para 11 above)
- Clear the "RV" Document in the respective BNPL Customer's Account.
- Post the following accounting entries **on current date** through T-Code **F-04**

Note:

- Current Date is the date on which the accounting entry is posted, Back Dated Transactions to be avoided, for correct reflection of revenue in e-Lekha.
- F-04 processes are to be carried out **in the same month of F-02**, before closure of account period.

Debit		Credit		Remarks
GL-HOA	Description	GL-HOA	Description	
4878200015	RSAO-BNPL	Customer		Document Date & Posting Date: <<Current Date>>
878200121010100	Customer Incoming Payment	Account		Document Type: "DZ"
		(Corresponding recon GL is auto-posted) –	<<Customer Name>>	Doc. Header Text: <<Customer Account Number Name>>

- In case of reversal of the above document, it should be done within T+2 days only. **Profit Centres where this entry is posted shall be responsible for correct posting.**
- Submit a monthly report to PAOs with a copy to DO, in Annexure-II (F-04 report)

Note:

- Customer Account Balance is not be cleared directly with "Remittance to Bank"
- RSAO Debit is accounted even if the "Revenue Accounted" and "Amount Received" Profit Centre is some.

14. GL 4878200015 BALANCE: RSAO- BNPL Customer Incoming Payment

- For the Customers within the same DDO, Total Debit is equal Total Credit in the GL for the month, at DDO Level.
- For the Customers within the same Circle, Total Debit is equal Total Credit in the GL for the month, at Circle Level.
- For the Customers involving multiple Circles, Total Debit is equal Total Credit in the GL for the month, at pan India Level.

Note:

- At the close of every month, total credits should be equal to total debits in the GL Account 4878200015, at the pan India level.

15. Reconciliation before close of the account period:

- (a) Generate FAGLB03 for 4878200015 to check the Total Debits & Credits
- (b) If **Total Credit is more** than Total Debit in a month, F-04 process is pending. This will impact Revenue Realization
- (c) If **Total Credit is less** than Total Debit in a month, F-04 is processed and Customer balance is cleared without receipt of Payment. This will impact Cash realization
- (d) If **Total Credit is equal** to Total Debit in a month, then the process of Customer Clearance is proper. Revenue reflection is followed by Cash realization

Exception:

- (1) Manual posting other than for BNPL Customer Incoming Payment Clearing.
- (2) Bill amount paid by the Customer is not equal to the total of all "RV" Documents
- (3) Payment Office did not communicate the details to Other Profit Centres to settle the bills

16. Record Maintenance & Reporting by the Profit Centres through their DDO:

- (a) Details of BNPL Customers with jurisdiction (within DDO, within the same Circle, Between Circles) to be maintained by each DDO.
- (b) F-02 Process carried out by the Profit Centres where payment is received is to be communicated to the Profit Centres where Revenue is accounted.
- (c) A monthly report in Annexure-I (F-02 report) & Annexure-II (F-04 report) to be submitted by the DDO to their Divisional Office & PAO, by 5th of each month.

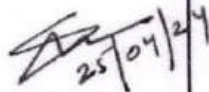
17. Monitoring:

I. Circle Office / Regional Office / Divisional Office:

- (a) Issue instructions to the Post Offices to perform F-02 & F-04 processes as applicable, in the same month.
- (b) Monitor performance of F-02 / F-04. If not done, there will be an impact on Cash realization and Revenue Realization.
- (c) Receive the reports received in Annexure-I by 5th of every month
- (d) Review the Operational activity and ensure execution of F-02 / F-04 Processes by the Profit Centres in their jurisdiction so that revenue is reflected properly in e Lekha.

II. Postal Accounts Offices:

- (a) Receive a copy of the report in Annexure-I (For F-02) & Annexure-II (For F-04) by 5th of every month
- (b) PAO to monitor the balances in the GL "4878200015- RSAO BNPL Incoming Payment" to review the imbalance, if any, and intimate their Circle Office / respective Regional / Divisional Offices, to issue necessary instructions to their filed units to clear the Customer balances.


(Shivani Sharma)
ADG (Accounts)

ANNEXURE-I
(Monthly report on F-02: BNPL CUSTOMERS INCOMING PAYMENT)

TO BE SUBMITTED BY THE DDOs WHERE PAYMENTS ARE RECEIVED FROM BNPL CUSTOMERS
(Due Date: 5th of every Month)

MONTH :
DDO* CODE :
DDO NAME :

DIVISION :
REGION :
CIRCLE :

Sl	Customer Account Number	Customer Name	"RV" Document #				Date Of Payment by BNPL Customer	F-02 Document (Incoming Payment Posting)			
			Profit Centre	Doc. Number	Doc. Date	Doc. Amount		Profit Centre	Doc. No.	Date	Amount

**DDO is a CDDO if the payment is received through Bank.*

#Line item-wise details of 'RV' Documents can be generated using T-Code FBL5N for the respective Customer Account

Signature of the DDO

To

The Divisional Head

Copy to: The PAO

ANNEXURE-II
(Monthly report on F-04: BNPL CUSTOMERS BALNCE CLEARANCE)

TO BE SUBMITTED BY THE DDOs WHERE CUSTOMER BALANCES ARE CLEARED THROUGH F-04 PROCESS
(Due Date: 5th of every Month)

MONTH :
DDO* CODE :
DDO NAME :

DIVISION :
REGION :
CIRCLE :

Sl	Customer Account Number	Customer Name	"RV" Document #				F-02 Document*				F-04 Document			
							(Incoming Payment Details)				(Customer Balance Clearance)			
			Profit Centre	Doc. Number	Doc. Date	Doc. Amount	Profit Centre	Doc. No.	Date	Amount	Profit Centre	Doc. No.	Date	Amount

* As intimated by the Profit Centre where Payment is accounted.

#The line item-wise details of 'RV' Documents can be generated using T-Code FBL5N for the respective Customer Account

Signature of the DDO

To

The Divisional Head

Copy to: The PAO

BNPL CUSTOMER BALANCE CLEARANCE - F-02 / F-04 PROCESSES

(ILLUSTRATION)

Customer ledger T Code in SAP-FBL5N

Customer: 4000039317

Scenario: RV document in two different Profit Centres in different Circles

1. INVOICE GENERATED

- Invoice (RV) document No: 9000001102 at Profit Centre 1132010000 (Chittoor HO) for Rs. 59000.00 dated 31.03.2024
- Invoice (RV) document No: 9000002265 at Profit Centre 2132610000 (Mysuru HO) for Rs. 118000.00 dated 31.03.2024

Customer:	4000039317
Company Code:	DOPI
Name:	Asurtech
City:	0157

ST Assignment	Document No	Type	Doc. Date	S DB	Net in Inc. cur	LCurr	CType	Doc	Text
	9000001102	RV	31.03.2024		59,000.00	USD			Transfer (RV) for PC 1132010000
	9000002265	RV	31.03.2024		118,000.00	USD			Transfer (RV) for PC 2132610000
					177,000.00	USD			

2. PAYMENT BY THE BNPL CUSTOMER

Payment Profit Centre: 2132610000 - Mysuru HO Date of receipt of Payment: 01.04.2024
(Assuming the amount is credited to Bank on 01.04.2024)

(a) F-02: BNPL CUSTOMER INCOMING PAYMENT POSTING by MYSURU HO

DEBIT (40) : 4867700111 - "REMITTANCE TO BANK - CLG" GL OF KARNATAKA
CREDIT (50) : 4878200015- "RSAO-BNPL CUSTOMER INCOMING PAYMENT"
Document Type : SA
Amount : Rs. 1, 77,000 (59,000+1, 18,000)
Date : 01.04.2024

(Please mention the Text as mentioned in the screenshots for easy reference)

Enter G/L Account Posting: Header Data

Well Document: Account Header: Post Date Entry: Posting with reference: Entry history

Document Date: 01.04.2024 Type: SA Company Code: DOPI

Posting Date: 01.04.2024 Period: 1 Currency Code: INR

Document Header: Transfer Date: Cross-CC No:

Reference: Customer Acc 4000039317

Doc Header Text: Trading Part: SA

First Line Item:

Party: 40 Account: 4867700111 90: deb 177,000

Enter G/L Account Document: Add G/L account item

Account: 4867700111 Account Name: Remittance to Bank - CLG Transfer Date: 01.04.2024

Account Type: 40 Amount: 177,000 Currency Code: INR

Posting Date: 01.04.2024 Period: 1 Transfer Date: 01.04.2024

Reference: Customer Acc 4000039317 Trading Part: SA

Doc Header Text: Trading Part: SA

First Line Item:

Party: 40 Account: 4867700111 90: deb 177,000

Enter G/L Account Document: Display Overview

Document Date: 01.04.2024 Type: SA Company Code: DOPI

Posting Date: 01.04.2024 Period: 1 Currency Code: INR

Document Number: INTERNAL Transfer Date: 01.04.2024

Reference: Customer Acc 4000039317 Trading Part: SA

Doc Header Text: Trading Part: SA

First Line Item:

Party: 40 Account: 4867700111 90: deb 177,000

Document 1500001406 was posted in company code DOPI

(b) DAILY TRANSACTION REPORT OF MYSURU HO DATED 01.04.2024

Daily Transaction Report Dated: 01.04.2024 Report Execution Date: 01.04.2024 10:04:01 Name of Profit Center: Mysuru HO (217261000)					
Serial No.	Receipts	Amount (Rs.)	Serial No.	Payments	Amount (Rs.)
	Opening Balance	177,000.00			0.00
1	RSAO-BNPL Customer Incoming Payments	177,000.00	1	Resistance Bank Clearing-Mysuru HO	177,000.00
	Total Receipts	177,000.00		Total Payments	177,000.00
		0.00		Closing Balance	177,000.00
RNR: 202403.00 - C: ONE LAKH SEVENTY TWO THOUSAND FORTY THREE Rupees					

3. CUSTOMER BALANCE CLEARANCE BY OTHER BOOKING PROFIT CENTRE:

Revenue Profit Centre : 1132010000 (Chittoor HO)

Date of Clearance : 02.04.2024

(On receipt of confirmation from Payment Office i.e., Mysuru HO)

(a) F-04: BNPL CUSTOMER BALANCE CLEARANCE POSTING by CHITTOOR HO

DEBIT (40) : 4878200015- "RSAO-BNPL CUSTOMER INCOMING PAYMENT"

CREDIT (15) : 4000039317 - Customer Account

Document Type : DZ

Amount : Rs. 59,000

Date : 02.04.2024

(Please mention the Text as mentioned in the screenshots for easy reference)

Post with Clearing Header Data

Company Code: 1132010000, Date: 02.04.2024, Amount: 59,000.00, Document Type: DZ, Profit Center: 1132010000

Post with Clearing Select open items

Open Item Selection: Company Code: 1132010000, Account: 4000039317, Account Type: D, Special G/L: 15, Posting Date: 02.04.2024

Post with Clearing Enter selection criteria

Company Code: 1132010000, Account: 4000039317, Account Type: D, Special G/L: 15, Posting Date: 02.04.2024

(b) BNPL CUSTOMER LEDGER AFTER BALANCE CLEARANCE POSTING by CHITTOOR HO

Customer		4000039317	
Company Code		DOP1	
Name		Ashutosh	
City		0567	

ST	Assignment	Document No	Typ	Doc. Date	S. DO	Am't in Loc. cur.	LCurr	Clmg doc.	Text
1-1	■	9000002265	RV	31.03.2024	■	118,000.00	INR		Invoice (RV) for PC 2132610000
1-2	■					118,000.00	INR		
	■	4100005302	02	02.04.2024		59,000.00	INR	4100005302	clearing customer balance-incoming payment
	■	9000001102	RV	31.03.2024		59,000.00	INR	4100005302	Invoice(RV) for PC 1132010000
	■					0.00	INR		
** Account 4000039317						118,000.00	INR		

(c) DAILY TRANSACTION REPORT OF CHITTOOR HO DATED 02.04.2024

Daily Transaction Report Dated : 02.04.2024 Report Execution Date : 03.04.2024 10:57:20 Name of Profit Center : CHITTOOR H.O. (111701000)					
Serial No.	Receipts	Amount(Rs.)	Serial No.	Payments	Amount(Rs.)
	opening Balance	739,891.00			0.00
1	SGST-Coll on Courier Services	1,500.00	1	WDA-AMPL Customer Training Project	39,000.00
2	CGST-Coll on Courier Services	1,500.00			0.00
3	PBC-Speed Post Document	10,000.00			0.00
	Total Receipts	53,000.00		Total Payments	39,000.00
		0.00		Closing Balance	739,891.00
Used:23091200 (SEVEN THOUSAND TWENTY NINE THOUSAND EIGHT HUNDRED NINETY ONE Rupees)					

- CUSTOMER BALANCE CLEARANCE BY MYSURU HO
SAME PROCESS AS MENTIONED AT STEP-3 ABOVE

-----END OF SAP ----

PO ORDER –MO/06/2024
F.No.:MO Division-PO Regulation-2024
Government of India
Ministry of Communications
Department of Posts
Mail Operations Division
Dak Bhawan, Sansad Marg,
New Delhi-110001
Dated: 16.12.2024

Subject [Regulation 131]:Administrative Instructions of booking, transmission and delivery of the Speed Post Documents (Domestic) tendered by Election Commission of India and the State Election Commission Under the Post Office Regulations, 2024-reg.

In pursuance of the introduction of "The Post Office Act, 2023" issued vide Notification no. S.O. 2352(E) dated 17th June, 2024, which came into force w.e.f. 18th June, 2024, repealing the Indian Post Office Act, 1898, the Department of Posts has introduced "The Post Office Regulations, 2024" effective from 16.12.2024. This Administrative order shall supersede all instructions, guidelines, orders related to the subject matter issued earlier by this office.

2. Electronically Transmitted Postal Ballot System (ETPBS) is the one-way electronic transmission of the Postal ballots to the Service Voters. The Service Voter cast their vote and send Postal ballot to the respective Returning Officer through Speed Post for which the Service Voters are **not required to bear the charges** of Speed Post. The Speed Post charges are borne by the election machinery at the State/District Level.

3. The Speed Post items containing ETPBs are booked under **BNPL** for which BNPL Customer Ids of CEOs of all the States/UTs has been created for all the Circles in CSI. The list of the same is enclosed as **Annexure- 'B'**.

4. The ETPB system has been updated by ECI wherein the address labels (Form-13C) pre-printed with a Speed Post bar code of '**BD**' series and **BNPL customer ID** of the CEO for booking will be used by the Service Voter.


5. The Postal Ballot presented with redesigned address label at the Speed Post booking counter shall **not be refused for booking in any case**. The Postal Ballot shall be booked under BNPL against the Customer ID printed on the address label and no Speed Post charges shall be collected from the sender.

6. The Circles shall ensure that all postal ballots are trackable and are delivered to the respective Returning officer of the Constituency concerned on top priority basis. ETPB booked up to a day prior to counting of votes may be accepted for delivery to the Returning Officers. ETPBs delivered after stipulated time and date of commencement of counting of votes are not taken up for counting, therefore, it should be ensured that delivery of Postal ballots is not delayed.

7. Instructions for Electronically Transmitted Postal Ballot (ETPBs) of Service Voters through Speed Post are enclosed as per (Annexure-A)

8. These instructions become effective w.e.f. the date of implementation of the PO Regulations, 2024 and shall be applicable henceforth.

9. This issues with the approval of Director General.


16.12.24

(Hariom Sharma)
ADG (MO Division)

To,

All Heads of Circles/Regions

Copy to: -

1. Sr.PPS to Secretary (Posts).

2. Sr.PPS to Director General.

3. Sr.PPS/PPS/PS to the Members of Postal Service Board.

4. Addl. Director General, APS, New Delhi.

5. CGM, BD/Parcel Directorate/CGM CEPT.

6. Sr.DDG (Vigilance) & CVO/Sr.DDG (PAF).

7. Director, RAKNPA/GM, CEPT/Directors of All PTCs.

8. All PAOs.

Instructions for Electronically Transmitted Postal Ballot (ETPBS) of Service Voters through Speed Post

1. Election Commission of India sends Postal Ballot Papers to all the Services Voters electronically under “Electronically Transmitted Postal Ballot System (ETPBS)” .Service Voters are the electors belonging to members of the Armed Forces, Para Military Force etc. and persons who are employed under the Government of India in a post outside India.
2. Under ETPB System, the Service Voters will send the polled ballot papers, after putting in an envelope to the concerned Returning Officer through “Speed Post”. Speed Post charges will not be collected from the sender at the time of booking. The applicable Speed Post charges will be paid by the respective Chief Electoral Officer of delivery State/UT.
3. Necessary provision for booking of ETPBs Speed Post without pre-payment of charges at the time of booking have already been made in CSI wherein CEO of all the States/UTs have been created as BNPL biller in CSI for which biller id and contract have been created in the CSI system.
4. The Circles in which elections are being held shall keep update the BNPL Customer Ids/Contract Ids of respective CEOs so that ETPBs can be booked under Speed Post without pre-payment of Speed Post charges by all the post offices across the country.
5. The envelope containing ETPBs rendered by service voter will bear the address label mentioning address **“The Returning Officer, (Name of town/city.....), (name of state (.....))”**. Only the Speed Post item bearing such address label addressed to “The Returning Officer” will be booked as Speed Post without pre-payment of charges at the time of booking using normal bar code series allotted to Circles.
6. Service Voter will approach the nearest Post Office with the envelope mentioning the address of Returning Officer. The Counter Assistant of Post Office will affix a Speed Post bar code of series being used at counter, click on BNPL option, **select the biller created in the name of CEO of state where the articles have to be delivered**, enter the name, address & PIN code of **addressee (Returning Officer) and sender** and print the receipt. The customer copy of receipt so generated will be given to the respective service voter. NO charges will be collected from service voter for booking of ETPBS Speed Post items.
7. These items will be dispatched as normal Speed Post items. It may be strictly ensured that ETPBs Speed Post items are dispatched on the day of booking invariably.
8. At the end of the day, booking office will communicate the following detail to its Circle Nodal Officer daily without fail:

Post Office name and PIN Code	Article Bar Code No.	Addressee detail (RO name)	Addressee PIN Code

9. The destination NSH/ICH on receipt of these bags will process and further transmit these items to respective delivery office without any delay. The delivery Post Offices will open the bag and deliver the articles on the same day of receipt to the addressee i.e. concerned Returning Officer and also ensure updation of delivery status in DPMS. Special arrangement can also be made for earliest delivery of these items, if required. At the end of the day, the delivery Post Office will share the following detail with its Circle Nodal Officer

Post Office name and PIN Code (Delivery PO)	Article Bar Code No.	Addressee detail (RO name)	Name of booking Office and PIN Code

10. The booking Circle will compile the details received from various booking offices and share the same with respective Circle Nodal Officer through email by the date communicated.
11. All the booking offices should have list of Customer Ids and correct customer ID of delivery Circle/UTs has to be entered' then only the liability will be created at delivery Circle otherwise the liability would be there on Booking Circles/UT's.
12. The delivery Circle will compile the Circle wise information of ETPBs booked and delivered to various ROs and raise the bill to concerned Chief Electoral Officer of the State for payment. The bill will be raised as per published tariff of Speed Post and no discount is applicable on ETPBs Speed Post articles.
13. Process flow for booking of e-TBP's through Speed Post in CSI is enclosed as **Annexure P (1)**.


DetailsofBillerIdcreatedforChiefElectoralOfficersforbookingofeTPBs

State	CustomerName	CustomerID	ContractID	BillraisingOffice	FacilityIdofBillraisingOffice
Andaman&Nicobar	Andaman & Nicobar Islands CEO	2000009220	40252883	KOLKATA GPO	HO3210810000
Andhra Pradesh	Andhra Pradesh CEO	2000009148	40082085	SPC Guntur	PC11405000651
Assam	Assam CEO	2000009149	40235283	Guwahati GPO	HO1220210000
Bihar	Bihar CEO	2000009125	40099191	Patna R.M.S., BPC	PC13250000650
Chattisgarh	Chattisgarh CEO	2000009126	40100985	Raipur HO	HO1410510000
Dadra & Nagar Haveli	Dadra & Nagar Haveli CEO	2000009196	40083184	Valsad HO	HO1631010000
Daman & Diu	Daman & Diu CEO	2000009197	40082587	Valsad HO	HO1631010000
Goa	Goa CEO	2000009169	40122887	Mumbai GPO	DV2420700000
Himachal Pradesh	Himachal Pradesh CEO	2000009180	40070585	Shimla GPO	HO1810710000
Jammu & Kashmir	Jammu & Kashmir CEO	2000009181	40168084	Jammu Tawi HP O	HO1910220000
Karnataka	Karnataka CEO	2000009145	40107588	Bengaluru GPO HO	HO2110210000
Kerala	Kerala CEO	2000009137	40099693	Trivandrum GP O	HO2220420000
Lakshadweep	Lakshadweep CEO	2000009193	40092485	Kavaratti H.O	HO2210810000
Madhya Pradesh	Madhya Pradesh CEO	2000009138	40187386	CTT Nagar HO	HO2310230000
Maharashtra	Maharashtra CEO	2000009139	40085193	Mumbai GPO	DV2420700000
Odisha	Odisha CEO	2000009173	40248185	Bhubaneswar G.P.O.	HO2610310000
Puducherry	Puducherry CEO	2000009195	40275085	Pondicherry HO	HO2910910000
Rajasthan	Rajasthan CEO	2000009175	40202585	Jaipur GPO	HO2820410000
Sikkim	Sikkim CEO	2000009221	40304183	KOLKATA GPO	HO3210810000
Tamil Nadu	Tamil Nadu CEO	2000009176	40128085	Park town HO	HO2910510000
Telangana	Telangana CEO	2000009147	40233685	BNPL Hyderabad	BN11204000650

UttarPradesh	UttarPradeshCEO	6000010419	40172220	LucknowGPO	HO306051000 00
Uttarakhand	UttarakhandCEO	2000009178	40168588	Dehradun GPO	HO311032000 00
WestBengal	WestBengalCEO	2000009179	40087187	KOLKATA GPO	HO321081000 00
Gujarat	GujaratCEO	2000009128	40249286	Gandhi NagarHO	HO161042000 00
Haryana	HarayanaCEO	2000009222	40228988	AmbalaHO	HO171012000 00
NCTOFDelhi	DelhiCEO	2000009127	40153488	Delhi GPO	HO151021000 00

Jharkhand	JharkhandCEO	2000009182	40283383	RanchiGPO	HO201053000 00
ArunachalPradesh	ArunachalPradeshCEO	2000009223	40245485	ItanagarHO	HO252021000 00
Manipur	ManipurCEO	2000009224	40208989	GuwahatiHO	HO122021000 00
Meghalaya	MeghalayaCEO	2000009150	40292383	ShillongGPO	HO252041000 00
Mizoram	MizoramCEO	2000009225	40148486	GuwahatiHO	HO122021000 00
Nagaland	Nagaland CEO	2000009212	40207086	Kohima HO	HO251031000 00
Tripura	TripuraCEO	2000009227	40207087	AgartalaHO	HO252011000 00
Punjab	Punjab CEO	2000009174	40309782	ChandigarhGP O	HO271011000 00
Chandigarh	ChandigarhCEO	2000009129	40203885	ChandigarhGP O	HO271011000 00

(F.No.:MO Division-PO Regulation-2024 PO ORDER –MO/06/2024)Annexure-P(1)
PROCESS FLOW FOR ETBP'S BOOKING FOR COUNTER STAFF

1. POS main screen  Click on back button Booking Screen will appear



2. **Screen will appear as below , click on mail Option:**



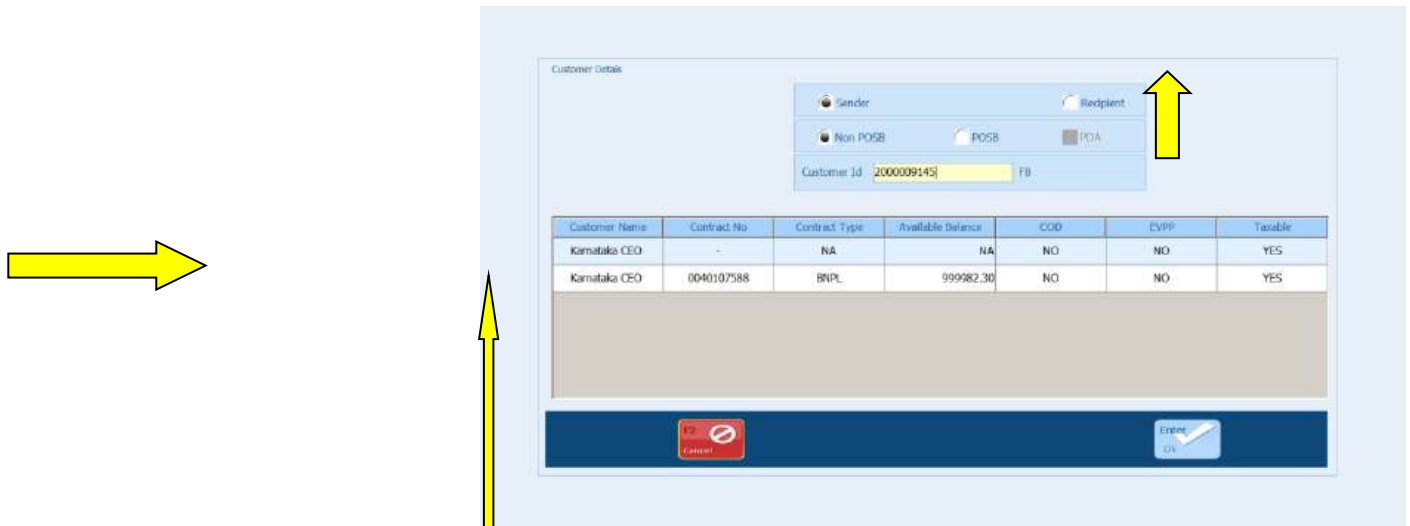
3. Click on Inland Speed Post Option:

4. Speed Post Booking will Screen display as below:

Enter weight \Rightarrow
 Enter delivery Pin
 code
 Click on Add
 Customer

5. Select Radio Button “Sender” \Rightarrow **Enter 10 digit Customer ID of in respective of delivery Circle/UT’s CEO&FETCH F8 in key board (Customer ID’s are created in respect of all Circles & UT’s are enclosed). Circles should ensure Customer Ids are available with all Booking Locations)**

6. After fetching “F -8” Result will appears as Below:



Customer Details

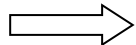
Sender: ☐ Recipient: ☐

Non POSB: ☐ POSB: ☐ POA: ☐

Customer Id: FB

Customer Name	Contract No	Contract Type	Available Balance	COD	EVPP	Taxable
Karnataka CEO	-	NA	NA	NO	NO	YES
Karnataka CEO	0040107588	BNPL	999982.30	NO	NO	YES

Cancel Exit

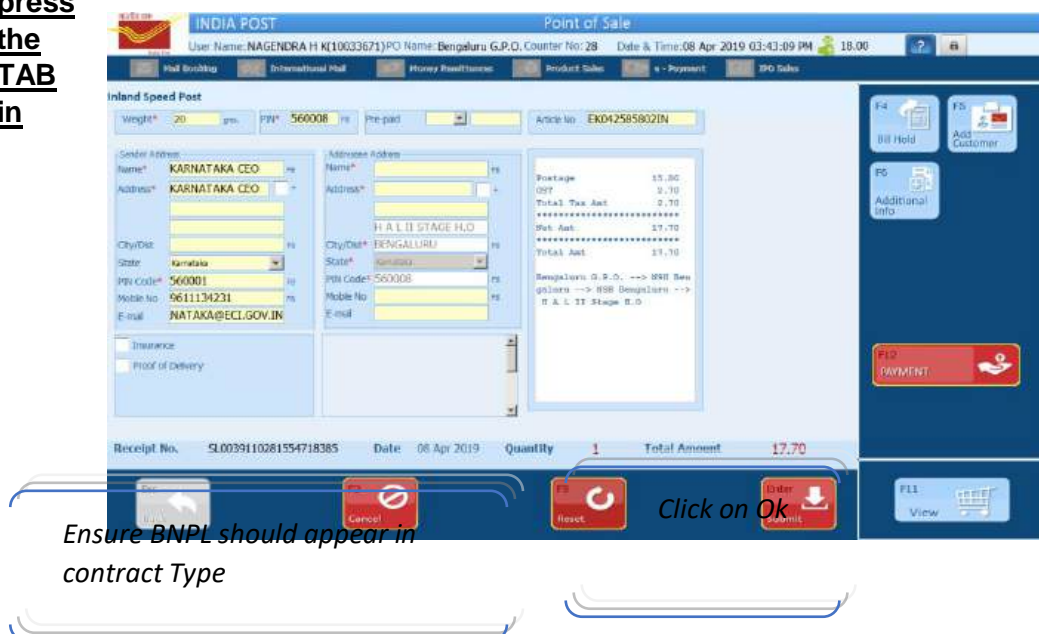


Select Customer name displayed on the result

keyboard

7. Enter Article No (Scan the Speed Post Barcode) and press the TAB in

Enter Article No (Scan the Speed Post Barcode) and



INDIA POST Point of Sale

User Name: NAGENDRA H KI10033671 PO Name: Bengaluru G.P.O. Counter No: 28 Date & Time: 08 Apr 2019 03:43:09 PM 18.00

Mail Booking International Mail Money Remittance Product Sales e-Payment IPO Sales

Inland Speed Post

Weight: 20 gms PPN: 560008 Pre-paid Article No: EK042585802IN

Sender Address: Name: KARNATAKA CEO Address: KARNATAKA CEO City/Dist: Karnataka PPN Code: 560001 Mobile No: 9611134231 E-mail: NATAKA@ECL.GOV.IN

Addressee Address: Name: H A L II STAGE H.O City/Dist: BENGALURU PPN Code: 560008 Mobile No: E-mail:

Portage: 15.80 GST: 0.70 Total Tax Amt: 0.70 Sub Amt: 17.70 Total Amt: 17.70

Bengaluru G.P.O. --> 999 Bengaluru --> 888 Bengaluru --> H A L II Stage H.O

Receipt No.: SL0039110281554718385 Date: 08 Apr 2019 Quantity: 1 Total Amount: 17.70

Cancel Exit

Click on Ok

Ensure BNPL should appear in contract Type

8. Remove the sender address, and type the from address as it is available as in physical letter

9.

India Post Point of Sale

User Name: NAGENDRA H K(10033671) PO Name: Bengaluru G.P.O. Counter No: 28 Date & Time: 08 Apr 2019 03:44:23 PM 18.00

Mail Booking International Mail Money Remittances Product Sales e - Payment IPO Sales

Inland Speed Post

Weight: 20 gms. PN: 560001 Pre-paid Article No: EK042585802IN

Sender Address: KARNATAKA CEO Address: KARNATAKA CEO City/Dist: BENGALURU State: Karnataka PIN Code: 560001

Addressee Address: Name: RETUNING OFFICER Address: PATNA City/Dist: PATNA State: Bihar PIN Code: 800001 Mobile No: E-mail:

Postage: 35.00 GST: 0.00 Total Tax Amt: 0.00 Net Amt: 35.00 Total Amt: 35.00

Bengaluru G.P.O. --> Patna Bihar --> Patna Bihar

Receipt No. SL0039110281554718385 Date 08 Apr 2019 Quantity 1 Total Amount 41.30

Exit Cancel Reset Submit View

After editing sender address Click on Payment:

10. **Ensure the article must be booked as 'BNPL', amount should display as (0) Zero**

INDIA POST Point of Sale
 User Name: NAGENDRA H K(10033671) PO Name: Bengaluru G.P.O, Counter No: 28 Date & Time: 08 Apr 2019 03:51:06 PM 18.00

Payment

Receipt No: SL0039110281554718385 Date: 08 Apr 2019

Bill Details	Payments
Customer Karnataka CEO (2000009145)	Amount Due : 41.30 Total Quantity : 1
Sales Total 41.30	BNPL
Tax Amount 6.30	Amount * 41.30
Commission Amount 0.00	Customer ID * 2000009145
Discount 0.00	Contract Id * 0040107588
	Customer Name * KARNATAKA CEO
	Amount Paid 0.00 Amount To be Returned 0.00
41.30	

Navigation Buttons: Back, Cancel, Update, Submit

Payment Methods: F4 Cash, F5 Card, F6 Direct Debit, F7 BNPL, F9 Demand Draft, F10 Cheque, F11 Direct Credit, F12 IPPB Debit

11. Receipt will generate: Amount Due Zero , Mode of Payment BNPL

INDIA POST

Point of Sale

User Name: NAGENDRA H K(10033671) PO Name: Bengaluru G.P.O, Counter No: 28
 Date & Time: 08 Apr 2019 03:52:04 PM 18.00

Payment

Receipt No: SL0039110281554718385
 Date: 08 Apr 2019

Bill Details	Payments	<input type="checkbox"/> Hindi print
Customer Karnataka CEO (2000009145)	Amount Due : 0.00 Total Quantity : 1	<div>Do you want a receipt?</div> <div> <div>Esc NO</div> <div>Enter OK</div> </div>
	Mode of Payment: BNPL Amount Paid : 41.30	
Sales Total 41.30 Tax Amount 6.30 Commission Amount 0.00 Discount 0.00		
Transaction Amount 41.30	Amount Paid 41.00 Amount To be Returned 0.00	

Back

F2 Cancel

F3 Delete

Enter Submit

F4 Cash

F5 Card

F6 Direct Debit

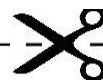
F7 BNPL


F9 Demand Draft

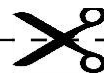
F10 Cheque





F11 Direct Credit

F12 IPPB Debit



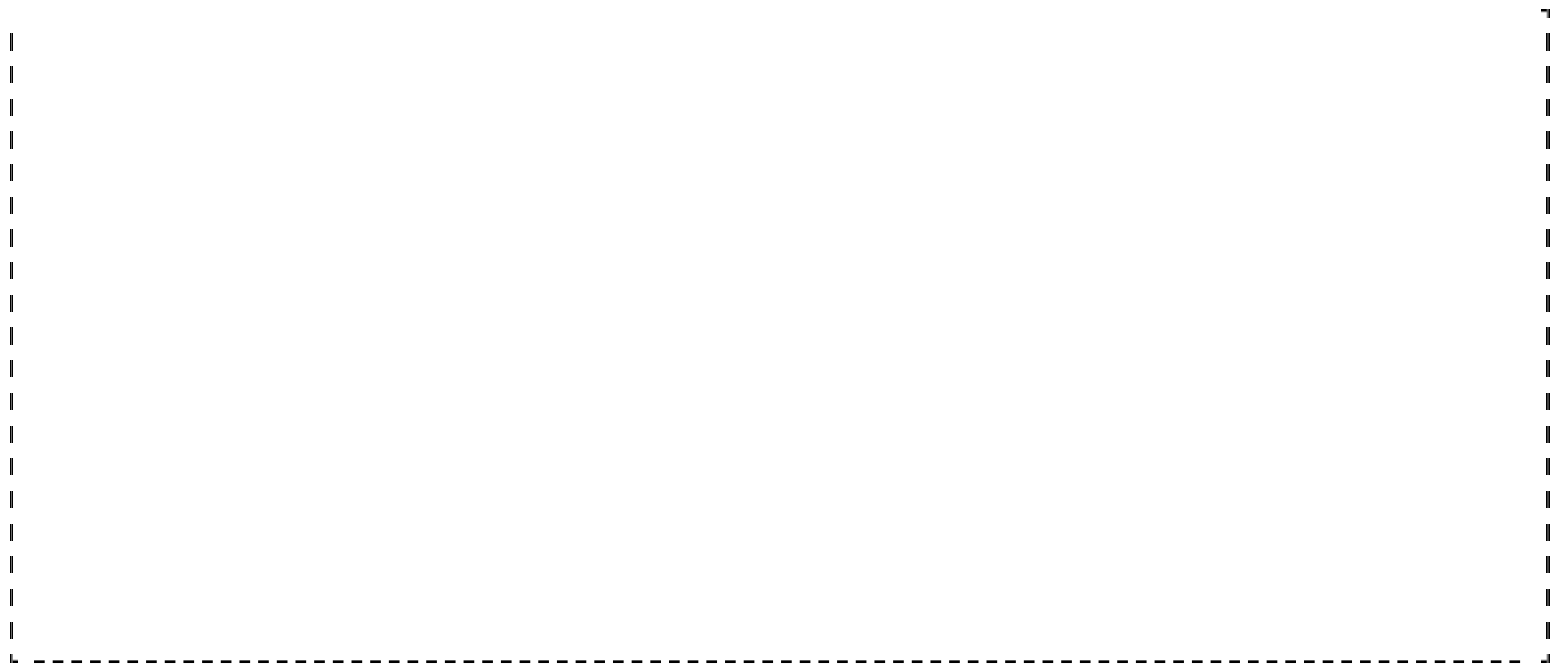
Form 13B [See Rule 23(1)(b)] [COVER A] NOT TO BE OPENED BEFORE COUNTING	
Election to the	
e-POSTAL BALLOT PAPER with e-PBID	
611B82D942AA2250	
	



  BD000003015IN Cust ID:2000009125(For Postal purpose)	Form 13C [See Rule 23(1)(c)] [Cover B] [Every officer under whose care or through whom a e-postal ballot is sent shall ensure its delivery to the addressee without delay Rule-23(4) of the Conduct of Elections Rules, 1961] ELECTION-IMMEDIATE e-POSTAL BALLOT
For	
(NOT TO BE OPENED BEFORE COUNTING)	
Signature of sender	To, THE RETURNING OFFICER  SAMPLE FOR DEPT OF POST
	

Instructions

1. Cut along the dashed lines and paste on the envelope



F. No. P-46/38/2024-Phil-DOP

Government of India
Ministry of Communications
Department of Posts
(Philately Division)

Dak Bhawan, Sansad Marg
New Delhi - 110 001

Date: 16th December, 2024

Subject: Conditions related to supply, custody and sale of Postage Stamps under Regulation 8 (1) of the Post Office Regulations 2024 - reg.

Regulation 8 (1) of the Post Office Regulations 2024 provides for supply, custody and sale of Postage Stamps.

2. Conditions for supply, custody and sale of Postage Stamps are as follows:

Notification for issue of Stamp

A (1) The issue of a stamp is notified by the Directorate well in advance of the date of release to all the Heads of the Circles/Regional Postmasters General and the philatelic bureaux.

(2) The circular will contain full information about stamps including their technical data.

(3) The Head of the Circle will ensure that all the bureaux, counters as well as authorized offices are informed of the date of issue, subject and denomination of the commemorative stamp(s) indicated in the circular.

Publicity of Stamp Release:

B (1) On receipt of the circular it will be the responsibility of the postmaster to give as much publicity as possible and display the copy of the circular, on the notice board at a prominent place in the bureau.

(2) The stamp is also publicized by issuing a notification through the press media.

Receipt of Stamps:

C. Besides maintaining records in SAP, all the physical records / registers being maintained in Philately bureaux prior to IT 1.0 may continue till all the technical issues of SAP and POS being reported from field units are completely rectified in IT 2.0.



Safety of Stamp before Release:

D (1) It is very important to ensure that the stamp is not sold under any circumstances before the date of release as notified in the circular.

(2) In case the date fixed for release of stamp happens to be Sunday/postal holiday, the Philatelic Bureaux in New Delhi and at the place of release of the stamp will open for sale of stamps, first day covers, etc. while the sale of these items at the other bureaux/counters will be effected and the cancellation of the actual date of release provided on the next working day.

(3) If for some unavoidable technical/administrative reasons, the release of the stamp is postponed/advanced, Directorate will inform all the Heads of the Circles about the postponement / advancement & the latter will intimate all the bureaux/counters in the circle. On receipt of the information that the release of the stamp has been advanced or postponed, it will be the personal responsibility of the Postmaster to ensure that the information is promptly conveyed to all concerned and stamp is not released on the previously notified date of release.

(4) The commemorative/special postage stamps are sent in secured packets bearing advance date of release by the authorized stamp depot, to all philatelic bureaux and selected philatelic counters. The number of stamps which will be received by a bureau or a counter is fixed by the Directorate.

(5) On receipt of the stamp packets the postmaster shall verify if the authorized quota of stamps has been received. Each stamp packet will have a printed label "Not to be sold before....." pasted on it. The Postmaster, thereafter, shall have the packet opened, in his presence and have the number of sheets counted in each packet to see if there is any discrepancy. He will immediately ensure the safe custody of the stamp packets. Such of the new stamps as are required to be supplied to other attached philatelic counters and authorized offices shall be dispatched well in advance of the date of release of the stamp as per the quota fixed by the Head of the Circle. While dispatching the stamps to other offices, warning should also be given to them that stamps will not be sold in any circumstances before the date of the release.

Sale of commemorative/special stamps:

E (1) Commemorative/ special stamps should not be given for sale through stamp vendors and licensed agents, but should be sold only through philatelic bureaux/counters and authorized offices.

(2) The incharge of philatelic bureaux obtain the supply of the stamps from the authorized stamp depot, for sale of stamps at the philatelic bureaux or the counter. Before the stamps are put on sale on the day of release, adequate stock of stamps for meeting the requirement of PD Account holder may be retained.

(3) Under no circumstances the philatelic bureau will hold cash or stamps or both in excess of the imprest allowed to it.

(4) The philatelic bureau/ counter will sell commemorative/special stamps of each issue for a period of 12 months from the month of issue or till the supply lasts. To provide greater visibility & availability, the commemorative stamps remaining unsold after 6 months will be released for sale along with definitive stamps at the stamp vending counter of the parent office and also be remitted to all other Post Offices who do not sell philatelic stamps, under the usual remittance procedure.

(5) The multicolored stamps of higher denominations after remaining on sale for 6 months at the bureau should be issued for sale at Speed Post/Parcel/ Registration counters.

(6) Before stamps are put on sale at the counter or any diversion of stamps is effected, retention of adequate stock of stamp(s) for meeting the requirement of PD Accounts be ensured.

Stock of Commemorative Postage Stamps:

F (1) The postmaster is responsible that a sufficient stock of postage stamp of all kinds is maintained for sale to the public.

(2) Postage stamps are to be kept in the office safe, but in order to save them from damage, they should be put first in boxes of wood or tin with compartments for each kind of stamp, and the boxes should be kept inside the safe. In offices where it has not been found convenient or desirable to supply boxes, the stamps should be put in card-board cases, blank books or guard books inter-lined with sheets of blotting paper.

(3) Even during the day time the greater portion of the stock of stamps should be kept in these boxes, books or cases, which should always remain inside the safe, and only the stamps required for a day's sales or half a day's sales should be taken out at a time.

(4) In order to prevent stamps from getting spoilt by being kept too long in the office, the supply of each denomination of stamps must be expended before the sale of a fresh supply of the same denomination begins, and for this purpose each supply purchased should be kept distinct from previous or subsequent purchases.

(5) In Head Offices, serviceable postage stamps and stationary may be obtained by the postmaster from the treasury in exchange for useless obsolete ones in the stock of the post office, provided that they are presented at the treasury only in complete packets.

(6) When useless or obsolete stamp and stationary are held by the post office in quantities less than a complete packet, the orders of the competent authority should be applied for to write off their value in the accounts to the head "Unclassified payments". In every such case a copy of the write off sanction order sanctioning this proceeds will be communicated direct to the Audit office concerned along with the concerned items and schedule of unclassified payments in support of the charge.

(7) In Head Offices, postage stamps and stationery for which there is no demand may be exchanged by the postmaster for those of a different denomination from the treasury concerned, provided that the stationery is in complete packets and the order of the competent authority sanctioning the exchange is obtained in each case.

(8) The value of useless or obsolete or unwanted stamps and stationery sent to the treasury for exchange, as well as that of stamps and stationery found unfit for issue due faulty manufacture and returned to the Controller of Stamps, Central Stamps Store, Nasik Road, should be charged in the of fresh schedule of unclassified payments and on receipts stamps and stationery in exchange, their value should be credited in the schedule of unclassified receipts giving necessary reference to the date on which the value was originally charged in the accounts.

(9) In sub-offices, useless, obsolete, unwanted or defectively manufactured postage stamps etc., should be sent to the Head Office.

3. This issues with the approval of Director General.


(Syed Fraz Haider Nabi)
Assistant Director General (Phil.)

To,

All Heads of Circle/ Region

Copy to:-

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to Director General
3. Sr. PPS/ PPS/PS to the Members of Postal Services Board
4. Addl. Director General, APS, New Delhi

5. CGM, BD/Parcel Directorate/ CGM CEPT
6. Sr. DDG (Vigilance) & CVO/ Sr. DDG (PAF)
7. Director, RAKNPA/ GM, CEPT/Directors of all PTCs
8. ALL PAOs



F. No. P-46/38/2024-Phil-DOP
Government of India
Ministry of Communications
Department of Posts
(Philately Division)

Dak Bhawan, Sansad Marg
New Delhi - 110 001

Dated: 16th December, 2024

Subject: Conditions related to Reproduction of Stamps under Regulation 10 (2) of the Post Office Regulations 2024 - reg.

Regulation 10 (2) of the Post Office Regulations 2024 provides for Reproduction of Stamps.

2. Conditions of Reproduction of Stamps are as follows:

A (1) The manufacture and use of fictitious postage stamp for any purpose whatsoever is prohibited and is an offence punishable under Section 186 of Bharatiya Nayaya Sanhita, 2023.


(2) Re-production of stamps is allowed for illustration purposes in Philatelic publications or an article relating wholly on postage stamps which may appear in any magazine, newspaper or publication of a general character. Such production should however, be only in black. If stamps are to be reproduced in colour for publicity purposes, prior permission of the Secretary, Department of Posts must be obtained.

(3) To avoid the similarity with the postage stamps such reproduction must be distinctively in smaller or larger sizes than the actual stamp and must be without perforation on the edges. A cross bar will also be placed on one corner of the stamp, obliterating the denomination. It must be noted that reproduction of the stamp in colour of the actual size of the stamp with perforation on the edges may be deemed to be taken as production of the actual stamp.

(4) Reproduction of the stamp in colour of the actual size of the stamp with perforation on the edges may be deemed to be taken as production of actual stamp, which is a punishable offence under Section 186 of Bharatiya Nayaya Sanhita, 2023.

Process for Reproduction of Stamp

- B (1) Issuing a Postage stamp is the Sovereign Privilege of Department of Posts. As such, any use of image of Postage Stamps by any individual/Publisher/organisation shall require prior permission of Department of Posts.
- (2) The requests for image of Postage stamps to be used for a purpose other than the commercial, such as autobiographies/memoirs of eminent personalities, text books, literature for promotion of philately etc. shall be decided by Department of Posts on case-to-case basis, subject to fulfilment of conditions mentioned in this order.
- (3) The requests for image of Postage Stamps to be used for commercial purpose, which gives substantial pecuniary benefit or any direct benefit to the individual/organisation, shall be decided on case-to-case basis. For this purpose, a committee may be constituted with the approval of Secretary (P) comprising officers from Philately Division, BD Directorate and Finance Wing to decide the suitability and rates for such proposals.
- (4) While using the images of the stamps in any book/publication/research paper, the publisher/author shall add a disclaimer in the foreword to the effect that the views expressed in the book/publication/research paper are entirely his own and not of the Department of Posts, Government of India and in case of any controversy or legal problem, the Department of Posts will have no legal responsibility in this respect.
- (5) An Undertaking stating that no anti-national/ anti-social/anti-religious/seditious material is used in the book/publication/research paper should be submitted to the Department of Posts while asking for permission to use images of Postage Stamps.
- (6) Department of Posts should be properly acknowledged for granting permission to use the images of the postage stamps and information related to the subject
- (7) The size of the stamp to be given will be larger or smaller than the existing size of Postage Stamp in accordance with the rules.
- (8) It is incumbent upon the publisher/individual/ organisation to provide a few samples of the product using images of postage stamps for the record of Department of Posts.
- (9) A brief write up either on India Post or, on the Postage Stamp being used should invariably accompany the images.
3. This issues with the approval of Director General.


(Syed Fraz Haider Nabi)
Assistant Director General (Phil.)

To,

All Heads of Circle/ Region

Copy to:-

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to Director General
3. Sr. PPS/ PPS/PS to the Members of Postal Services Board
4. Addl. Director General, APS, New Delhi
5. CGM, BD/Parcel Directorate/ CGM CEPT
6. Sr. DDG (Vigilance) & CVO/ Sr. DDG (PAF)
7. Director, RAKNPA/ GM, CEPT/Directors of all PTCs
8. ALL PAOs

72

F. No. 46/382024-Phil-DOP
Government of India
Ministry of Communications
Department of Posts
(Philately Division)

Dak Bhawan, Sansad Marg
New Delhi - 110 001

Dated: 16th December, 2024

Subject: Conditions related to Operational Procedure of Philately under Regulation 11 (2), and issue, production & sale of philatelic material under Regulation 12 (1), 12 (3), 12 (4), 14 (7) of the Post Office Regulations 2024 - reg.

Regulation 11 (2) of the Post Office Regulations 2024 provides for Operational Procedures related with Philately, and Regulation 12 (1), 12 (3), 12 (4), 14 (7) provides for issue, production & sale of philatelic material.

2. Conditions for Operational Procedures related with Philately are as follows:

Collection of Stamps & Other Philatelic Material:

A (1) Philatelic Stamps and philatelic material like Customised My Stamp, Customised Special Cover, Collector's Pack, Thematic Pack, Yearly Pack, List of India Postage Stamp, Definitive issue, First Day Cover, Special Cover, First Flight Cover, Pictorial Cancellation, Stamp Booklet, Brochure, Picture Postcard, Maxim Card, Calendar, Philatelic Ancillaries etc. will be sold through various Offices/ Counters of Post Office.

(2) Individual can purchase Commemorative Postage Stamps and (CPS) Philately related material from Philatelic Bureaux/ Philatelic Counters/ Authorized Offices and online, for their collection.

(3) Individuals, Philatelic Clubs & Philatelic Societies can also obtain desired CPS and philatelic material regularly by opening a Philatelic Deposit Account standing at a Philatelic Bureau.

(4) Besides collection, CPS can also be used for the purpose of prepayment of postage, if desired.

(5) The denominations of postage stamps and other philatelic material shall be in consonance with domestic and International postal tariffs, and they will be sold on denoted value or on the value specified, case to case basis.



(6) There is no provision for return / sale of CPS to Post Office.

Production and issue of Philatelic Material:

B (1) Head of Circle is the competent authority for approval of issue of Special Cover, Pictorial Cancellation and Picture Postcard and Philatelic Ancillaries.

(2) All the other Philatelic material shall be issued in accordance to approval at Directorate level, except those at mentioned above at 2 (1). Provided further that Proposal for special cover which have a bearing on the diplomatic relations of India with other countries, will be approved at Directorate level, in consultation with Ministry of External Affairs. Proposals related to Defense will be consulted with APS Directorate and approved at Directorate level.

(3) The content of the philatelic item should be of secular nature and should be devoid of any nuances which may cause embarrassment to Government.

3. This issues with the approval of Director General.



(Syed Fraz Haider Nabi)
Assistant Director General (Phil.)

To,

All Heads of Circle/ Region

Copy to:-

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to Director General
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7. Director, RAKNPA/ GM, CEPT/Directors of all PTCs
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F. No. P-46/38/2024-Phil-DOP

Government of India
Ministry of Communications
Department of Posts
(Philately Division)

Dak Bhawan, Sansad Marg
New Delhi - 110 001

Dated: 16th December, 2024

Subject: Conditions related to Guidelines of issue of Commemorative Postage Stamp under Regulation 14 (1), (2), (3) of the Post Office Regulations 2024 - reg.

Regulation 14 (1), (2), (3) of the Post Office Regulations 2024 provides for Guidelines of issue of Commemorative Postage Stamp.

2. Guidelines of issue of Commemorative Postage Stamp are as follows:

- A. Proposals for issue of Commemorative Postage Stamps may be sent by any citizen of India.
- B. Proposals must be submitted in the format available on www.indiapost.gov.in. Incomplete proposals will not be considered and no correspondence will be made in this regard. It shall be the responsibility of the proponent to submit a complete proposal in the prescribed format.
- C. Proposals should be sent at least one year in advance in the prescribed format for consideration by the Philatelic Advisory Committee (PAC)/Sub Committee of the PAC and approval by the competent authority.
- D. Proposals will be considered and recommended/not recommended by the PAC/ Sub Committee of the PAC. The proposal rejected in a PAC/ Sub Committee meeting, may be carried forward to the next PAC/ Sub Committee meeting for consideration, only with the approval of the Hon'ble MOC.
- E. Not more than 50 issues (maximum 100 stamps) of Commemorate Postage Stamps per annum shall be issued. Stamps more than the prescribed limit can be issued with the approval of Hon'ble MOC only.
- F. Stamps on personalities shall not exceed 20% of the Annual Issue Program.



- G. The annual stamp issue program will be announced in the last week of the December preceding the Calendar year of issue. The Annual Issue Program shall reflect regional, cultural, ethnic and gender balance. Any change in the Annual Issue Program can be done with the approval of Hon'ble MOC only.
- H. The date of issue shall be fixed by the Philately Division keeping in view the significant dates relating to the subject and the availability of slots in the printing schedule. Dates of issue once fixed shall not be changed. Proponents may hold a presentation function on any day on or after the date of issue.
- I. Any formal release function for a stamp should have an appropriate representative of the Department of Posts. The postage stamp, which is the legally valid receipt for postage paid, can be released by either the Minister for Communications or Minister of State for Communications. In case it is not convenient for either of them to release the stamp, the postage stamp can be released by the Secretary, Department of Posts, Director General, Member of the Postal Services Board or the Chief Postmaster General concerned, or an official of the circle concerned. Exceptions to this are made only when the President of India, the Vice- President of India, the Prime Minister of India, the Speaker, Lok Sabha or the Governor of the State consent to release of postage stamp(s). Regardless of the VVIP/VIP who is invited by the proponent to grace the occasion, it is necessary that letters of invitation issue from the proponent to the Minister of Communications /Minister of State for Communications, Secretary, Director General, Department of Posts to ascertain their convenience.
- J. The denominations of postage stamps shall be in consonance with domestic and International postal tariffs.
- K. Commemorative postage stamps will be issued on subjects/ themes / institutions / personalities / events that have a national or International stature or have made national/international contribution or impact or reflect national/international areas of concern. The theme/ subject should be such that can be depicted on the stamps in a visually appealing manner so as to be of interest to philatelic collectors.
- L. Stamps on a particular subject shall issue only once, except thematic subjects such as wildlife, environment, transport, flora fauna etc. or regular issues like Children's Day, Philately Day, Seasons Greetings etc.
- M. Stamps shall be issued only on the apex institution/organization, on its 50th/75th/100th /125th /150th anniversary and not on the branches of any institution or organization. The institution/organization should have national

or international stature with significant and well recognised contribution in their respective fields.

- N. No stamp will be issued on a living personality. The personalities on whom commemorative postage stamp may be issued should be of national or international importance. The occasion to be commemorated must be the birth centenary or 10th /25th /50th /100th death anniversary. Stamps can be issued no sooner than ten years after an individual's death. Exception in this regard will however be considered to be made for personality from the field of Art, Culture and Music. A commemorative postage stamp shall be issued in honour of the Head of State on his/her first death anniversary.
- O. A stamp on the building, monument etc. may be issued on its 50th/75th/centenary/125th anniversary/150th anniversary etc. The building, to be so honoured must be Heritage site of national/international importance or site recognized by ASI of national/international importance. Building of regional importance may be commemorated with issue of special cover with special cancellation.
- P. Stamp design shall be decided by the Department of Posts. Religious symbols, prefixes/suffixes with the name of personalities will not be incorporated in the design. Once approved, the design of stamp will not be changed.
- Q. The Department of Posts will decide the subject matters, prohibited subjects, procedure for proposal consideration and issue/release of a stamp, period of sale of commemorative/special stamps and for definitive stamps and postal stationery. It will also determine issue policy, withdrawal policy and archival policy.
- R. Proponents shall follow the protocol for release functions.
- S. Proponents for the stamps relating to institutions/events/large organisations or proponents belonging to institutions/organisations/ trusts etc. requesting for a stamp on personalities are required to make a mandatory purchase of a minimum number of 1 lakh stamps. In case of global institution with its headquarters outside India, purchase of stamps and requisite philatelic ancillaries worth of ₹ 25 Lakh will be mandatory.
- T. Proposals of Joint Stamp Issue with other countries will be considered only when received through Ministry of External Affairs. There would not be any condition of mandatory purchase of stamp, but only mutually agreed quantity of stamps will be exchanged.

3. This issues with the approval of Director General.


(Syed Fraz Haider Nabi)
Assistant Director General (Phil.)

To,
All Heads of Circle/ Region

Copy to:-

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to Director General
3. Sr. PPS/ PPS/PS to the Members of Postal Services Board
4. Addl. Director General, APS, New Delhi
5. CGM, BD/Parcel Directorate/ CGM CEPT
6. Sr. DDG (Vigilance) & CVO/ Sr. DDG (PAF)
7. Director, RAKNPA/ GM, CEPT/Directors of all PTCs
8. ALL PAOs

F. No. 46/382024-Phil-DOP
 Government of India
 Ministry of Communications
 Department of Posts
 (Philately Division)

Dak Bhawan, Sansad Marg
 New Delhi - 110 001
 Dated: 16th December, 2024

Subject: Conditions related to Guidelines of issue of My Stamp under Regulation 13(e) of the Post Office Regulations 2024 - reg.

Regulation 13 (e) of the Post Office Regulations 2024 provides for Reproduction of Stamps.

2. **Guidelines of issue of My Stamp** are as follows:

'My Stamp' is the brand name for personalized sheets of Commemorative Postage Stamps of India Post. The personalization is achieved by printing a thumb nail photograph provided by the customer.

CUSTOMIZED MY STAMP

A(1) Customized My Stamp is a personalized sheet of Postage Stamps wherein the corporate houses, organizations and institutions can get their customized sheets printed from India Post. Alongside these customized themed stamps, the organization may opt for printing of their logo, images of their organizations/institute or the photograph(s) of their employee(s) printed.

2. One My Stamp sheet contains 12 stamps with face value of each stamp being Rs.5/- and the cost of one sheet is Rs.300/-

Quantity of sheets mandatory for corporate customers	Cost of one sheet(in Rs.)	Total amount payable for 5000 sheets(in Rs.)
5000(Compulsory quantity)	300/-	15,00,000*

**Discount of 20% on the total amount shall be offered to customers for minimum order of 5000 and beyond quantity of My Stamp sheets.*

TERMS & CONDITIONS

B(1) The Organisation/company will contact via e-mail to:

adgphilately@indiapost.gov.in, for placing the order for printing the

Customized My Stamp. The Application/Order form needs to be submitted by an authorized signatory. This should be accompanied by a valid ID proof of authorized signatory issued by the organization/company.

- (2) An Institute/Organization is required to get at least 5000 sheets printed. More can be ordered in multiples of 5000. A discount of 20% of the total amount is permitted for corporate customers.
- (3) The organization/company will be fully responsible for their soft copy/hardcopy photograph quality. The organization/company will also be responsible for any issues of propriety of the image brought by them for printing on 'My Stamp' sheets, including copy right issues.
- (4) The organization/company will have to place the demand for the above-mentioned product at least two months in advance. These should include image of thumbnail, payments as calculated and other relevant documents.
- (5) The organization/company will indicate specific quantities of Customized My Stamp sheets which they intend to get printed in the Application/Order Form. The requisite amount may be deposited with the nearest Head Post Office/Post office. The confirmation of payment along with the copy of the receipt may be sent to adgphilately@indiapost.gov.in so that the supply may be arranged in time.
- (6) India Post will print 500 Customized My Stamp sheets (more than the quantity ordered by the customer/visitor) at its own cost, for sale at e-Post office, National Philatelic Museum (NPM), Philatelic bureau of concerned Circle. The break up as follows:

Sl. No.	Distribution quota of CMS	Quantity
1	ePost office	300
2	Concerned Philatelic Bureau of Circle	100
3	NPM	100

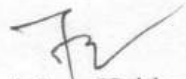
- (7) The organization/company shall not submit any image(s) which may contravene the law or erode any moral values of society or which are against the interest of any third party, country or India Post.
- (8) India Post will not be liable for any wrong information produced by Customer.
- (9) Stamp designs are subject to change without notice. The organization/company must agree and accept India Post's terms and conditions for My Stamp before submitting the order.
- (10) India Post reserves the right not to print an image submitted if in its opinion such image is unacceptable, without giving reasons, in such instances, India Post will refund the payment.
- (11) India Post reserves the right to amend, vary, delete or add to any of these terms and conditions from time to time without notice or liability.
- (12) Order once received will not be changed and amount will not be refunded in any circumstances.

- (13) Printed sheet once given to customer will not be taken back.
- (14) The word My Stamp and logo of India Post Logo are mandatory in the write up portion.
- (15) The title of My Stamp sheet/write up for Non-Hindi State will be written in Regional, Hindi, English (If proponent requested in writing) language. If local language is to be included, then the sequence would be Regional, Hindi and English language. (As the order of Language writing would be Regional Language, Hindi & English as stipulated in the O.M. No. I/14013/5/76-O.L. (Impl.- I) dated 18.06.1977).
- (16) Maximum 2 paragraphs with maximum ten lines in total related to the theme may be written.
- (17) Only one stamp having denomination Rs 5/- one logo and a standard description page will be designed for each Customized My Stamp.

DELIVERY AND DISPATCH:-

- C(1) The organization/company is required to collect their stamp sheets within 7 working days from the date of intimation by this office.
- (2) The organization/company has the option of appointing a receiver with an authority letter with attested signature of receiver and the acknowledgment form. The receiver should carry photo ID Proof issued by any Govt. Organisation.
- (3) The organization/company may request for "My Stamp Sheets" to be delivered by post. It may be delivered by Registered Post or Speed Post. Delay in delivery will not be a legal matter.
- (4) If no release date is provided by organization/company, it would be assumed that the printed My stamp has been released on the date of delivery to the organization/company.

3. This issues with the approval of Director General.


(Syed Fraz Haider Nabi)
Assistant Director General (Phil.)

To,

All Heads of Circle/ Region

Copy to:-

- (1) Sr. PPS to Secretary (Posts)
- (2) Sr. PPS to Director General
- (3) Sr. PPS/ PPS/PS to the Members of Postal Services Board
- (4) Addl. Director General, APS, New Delhi
- (5) CGM, BD/Parcel Directorate/ CGM CEPT
- (6) Sr. DDG (Vigilance) & CVO/ Sr. DDG (PAF)
- (7) Director, RAKNPA/ GM, CEPT/Directors of all PTCs
- (8) ALL PAOs

F. No. P-46/38/2024-Phil-DOP

Government of India
Ministry of Communications
Department of Posts
(Philately Division)

Dak Bhawan, Sansad Marg

New Delhi - 110 001

Dated: 16th December, 2024

Subject: Conditions related to constitution of Philatelic Advisory Committee under Regulation 15 (2) of the Post Office Regulations 2024 - reg.

Regulation 15 (2) of the Post Office Regulations 2024 provides for constitution of the Philatelic Advisory Committee.

2. Conditions of for constitution of the Philatelic Advisory Committee are as follows:

Composition

A (1) The Philatelic Advisory Committee (PAC) is an august body comprising Chairman, Vice-Chairman, Official Members, Non-Official Members and Member Secretary.

(2) Minister-in-charge of Ministry of Communications will be the Ex Officio Chairman and Minister of State for Communications will be the Ex Officio Co-Chairman of the Committee.

(3) Official Members will be nominated from the Department of Posts, Department of Economic Affairs and SPMCIL, Ministry of Culture or any other Ministry as decided by Hon'ble MOC.

(4) Non-Official Members will be nominated from the fields of Art and Culture, Music and Dance, History and Literature, Environment, Sports, Academics, Philately etc., including one Member from Lok Sabha and one Member from Rajya Sabha.

(5) Deputy Director General of Philately Division, Directorate will be the designated Member Secretary of the Committee.



Scope of Work

B (1) The Committee will advise the Government about the issue of commemorative postage stamps and other allied matters of philately.

(2) It will recommend the proposals for inclusion in the Annual Stamp Calendar ensuring that it reflects major cultural, social and developmental concerns of the country.

(3) It will also give its recommendations/ suggestions on formulation/ revision of guidelines for issue of commemorative postage stamps.

Powers

C (1) The Philatelic Advisory Committee (PAC) is a recommending body.

(2) Its recommendations will not be binding in any form on the Government.

Meetings of the Committee

D The Philatelic Advisory Committee (PAC) usually meets once a year.

Tenure

E The tenure of the Philatelic Advisory Committee will be two years from the date of Notification for constitution of the Committee.

3. This issues with the approval of Director General.


(Syed Fraz Haider Nabi)
Assistant Director General (Phil.)

To,
All Heads of Circle/ Region

Copy to:-

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to Director General
3. Sr. PPS/ PPS/PS to the Members of Postal Services Board
4. Addl. Director General, APS, New Delhi
5. CGM, BD/ Parcel Directorate/ CGM CEPT
6. Sr. DDG (Vigilance) & CVO/ Sr. DDG (PAF)
7. Director, RAKNPA/ GM, CEPT/Directors of all PTCs
8. ALL PAOs

F.No. CF-08/1/2024-IR-DOP
Government of India
Ministry of Communications
Department of Posts
(IR&GB Division)

Dak Bhawan, Sansad Marg
New Delhi – 110 001
Dated: 18.12.2024

Subject: Instructions in respect of regulations of the Post Office Regulations, 2024 – reg.

This is in connection with issuance of administrative orders/instructions in the light of Post Office Regulations, 2024 related with international mails.

The details are mentioned below against the respective Regulation number of Post Office Regulations, 2024-

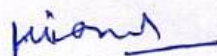
Regulation Number	Administrative order/instruction
21 (1)	The delivery address cannot be changed as soon as an international item is booked at the counter / inducted at the counter. International item must be booked with unique address of sender and addressee.
30(3)	Whenever any prohibited/restricted/dangerous item is detected in an international item during transmission, the same item shall be returned back to the sender, if not seized by competent authority. The Postage paid shall not be refunded. Moreover, sender has to ensure that prohibited/ restricted/ dangerous items are not sent through the Post Office and would be liable for any associated consequences for sending such shipments.
57	In the case of inward foreign postal item, only on written request accompanied by the applicable fee, to the post office, the addressee may make request for redirection of item within India on payment of redirection fee. <u>The fee will be as admissible in domestic mail.</u>
61	The custom duty above Rs 20,000 shall be collected at the post office window.
78(1)	The instructions issued vide letter no. CF-71/29/2021-CF-DOP dated 29.04.2022 will be applicable for the case of compensation. The sender can file a complaint any time after booking of the item but maximum within 6 months for Registered, Insured, International Tracked Packet Service (ITPS) and Parcel; and within 4 months for Express Mail Service (EMS) after the date of booking.
116 (1) (2) (3)	ITPS shall be posted in all departmental post offices subject to conditions of weight, dimensions as prescribed in the Post office

	<p>regulations 2024 for Regulation 116 (1).</p> <p>Instructions has been issued vide OM No. CF-71/16/2022-CF-DOP dated 22.06.2023 for Regulation 116(2).</p> <p>Instructions has been issued vide OM No. CF-71/14/2022-CF-DOP dated 03.09.2024 for Regulation 116 (3).</p>
117 (2) (4)	<p>International air parcel may be booked in all departmental Post offices subject to conditions of weight, dimensions as prescribed in the Post office regulations 2024.</p> <p>Instructions has been issued vide OM No. CF-71/16/2022-CF-DOP dated 22.06.2023 for Regulation 117 (4).</p>
118 (2)	<p>International speed post items (EMS) may be booked in all departmental post offices for transmission of documents and merchandise subject to the conditions of dimensions prescribed in the Post office regulations 2024 and weight limit specified in Annexure 2 for each country/territory.</p>
118 (3) a,c,d,e provisions	<p>Instructions has been issued vide OM No. CF-71/14/2022-CF-DOP dated 03.09.2024 for Regulation 118 (3) (c).</p> <p>Instructions has been issued vide OM No. CF-71/16/2022-CF-DOP dated 22.06.2023 for Regulation 118 (3) (d).</p> <p>The insurance through DOP shall not exceed Rs 1,00,000.</p> <p>DOP shall not be liable in any scenario where sender has availed third party insurance service. Customer shall present the copy of third-party insurance for the precious item tendered at the Post office for transmission. In case of loss, DOP may provide the loss certificate to the sender after due internal inquiry and investigation.</p>
121 (3)	<p>Instructions issued by Parcel Directorate vide letter no. 17-04/2019-PD dated 11.03.2020, 27-08/2021-PD dated 10.12.2022 and 27-08/2021-PD dated 28.04.2023 for packaging shall be applicable for international mail items from time to time.</p>
125 (1)	<p>Instructions has been issued vide OM No. CF-71/16/2022-CF-DOP dated 22.06.2023 for Regulation 125 (1).</p>
138	<p>For sending M Bag, prior permission of the Head of Circle is required.</p>
139 (3)	<p>The sender may avail third party insurance for sending their precious item through DoP and shall present the copy at the time of booking at PO counter.</p>
140 (1)	<p>The insurance through DOP shall not exceed Rs 100000.</p>

	DOP shall not be liable in any scenario where sender has availed third party insurance service. Customer shall present the copy of third-party insurance for the precious item tendered at the Post office for transmission. In case of loss, DOP may provide the loss certificate to the sender after due internal inquiry and investigation.
144 (2)	The sender will make enquiries about an advice of delivery of an item after 60 days from the date of booking. CN07 form or advice of delivery shall be provided to the sender, on enquiry of an item posted by him for foreign country, subject to the condition that the service was opted and paid for by the sender.

3. These instructions become effective w.e.f. date of publication of PO regulations in Gazette of India.

4. This issues with the approval of Director General Postal Services.


(Himanshu Chaudhary)
ADG (IM)

To,
All Heads of Circles/Regions

Copy to: -

1. Sr. PPS to Secretary (Posts)
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5. CGM, BD/Parcel Directorate/ CGM CEPT
6. Sr. DDG (Vigilance) & CVO/ Sr. DDG (PAF)
7. Director, RAKNPA/ GM, CEPT/ Directors of all PTCs
8. All PAOs
9. DDG (PO) w.r.t letter no. No. 01-01/2024-PO dated 13.12.2024.
10. Office copy

**F. No: 01-01/2024-PD
Government of India
Ministry of Communications
Department of Posts
(Parcel Directorate)**

**Malcha Marg Post Office Complex
Chanakyapuri, New Delhi-110021
Dated: 27.12.2024**

Subject: Administrative instructions on Parcel with respect to Post Office Regulations 2024 – Reg.

The Post Office Act, 2023, an act to consolidate and amend the law relating to Post Office in India, comes into force w.e.f. 18.06.2024, there by repealing the erstwhile Indian Post Office act, 1898. The subordinate legislation under the new Act i.e. the Post Office Rule 2024 & The Post Office Regulation, 2024 has come into force w.e.f. 16.12.2024. These sets of subordinate legislation, after implementation, will replace the existing IPO Rules, 1933.

The PO Regulation, 2024 provides for making of administrative instructions for implementation of these Regulations. The administrative instructions referred in the Regulations related to Parcels are as under. These instructions will come into force w.e.f. the date of implementation of PO Rules 2024 and PO Regulations 2024.

1. BOOKING: Booking of Parcel to be done in the following manner:

- i. All Parcels shall be booked at the post office counter, authorised franchisee outlet, self-booking kiosks at designated locations or may be booked through the Department of Posts' web portal or mobile application as specified from time to time.
- ii. All Parcels posted in India and destined to any part of India must be accompanied by a declaration in customer declaration form (CDF-1) annexed hereto as Annexure-I, as provided in Regulation 96 (9). Preservation period of these physical forms will be 90 days from the date of booking.
- iii. In case while booking the item declared to contain anything prohibited to be transmitted by air, such item shall be invariably be booked as India Post Parcel and transmitted by surface.
- iv. The list of prohibited items must be displayed prominently in the booking office/counters for creating wider awareness among the customer and staff.

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- v. Provided that contractual customers shall provide item wise declaration of the actual contents of the Parcel with the invoice or list/statement at the time of booking.
- vi. Regulation 18 (1) outlines the provisions regarding delivery of accountable mail including Parcels to an address other than the one provided at the time of booking. If the contractual customers provide a third address at the time of booking for the purpose of delivery of RTS (return to sender) article, the article may be delivered to the third address. Operational procedure including charges applicable is defined in Annexure-B. These provisions are only applicable for Speed Post Parcel & India Post Parcel (Contractual).

2. PACKAGING OF PARCELS: Regulation 96 (7)&133 (9) provide for conditions related to packaging of Parcels (including insured) which shall be as under:

- i. Every Parcel should be packed in a manner which does not affect the health of officials or the contents must not pose a danger to the health of officials handling it, or cause injury, damage, or harm to other items or postal equipment.
- ii. Every Parcel shall be packaged as per specifications in Annexure-III and instructions as issued by Department from time to time.
- iii. Every insured Parcel must be sealed by the customer with identical wax seals, including at the joints or over each flap, that feature a unique private mark to ensure the Parcel cannot be opened without breaking the seal or leaving clear evidence of tampering. The seal must not be too small or overly cluttered on the address side.
- iv. Alternatively, tamper evident tapes available at the post office counters and bearing post office name to be used to secure insured Parcels.
- v. Post Offices may implement franchisee services for providing packaging service to its customers.
- vi. The insurance procedure and responsibility of the post offices will adhere to as per established norms.

3. TRANSMISSION: Transmission of Parcels shall be done in the following manner:

- i. Transmission of India Post Parcel shall be done through the surface mode (Road/ Rail/ Water ways) unless otherwise specified from time to time.
- ii. Transmission of Speed Post Parcel shall be done through air, provided that it may be transmitted by surface where delivery time is determined to be faster than by air. Speed Post Parcel, if transmitted by surface, shall be prioritized for transmission at every stage of transmission.
- iii. If a Parcel bag to be sent through air is detained at airport during security scanning and is determined to contain an item prohibited to be transmitted by air, then the transit mail office concerned (where bag has been

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detained/offloaded) will put a remark "OFFLOADED BY AIRLINE" with the red marker on the destination side bag label. After that the bag will be routed to the destination through next earliest available surface connection. An error entry to this effect will also be made in error book, containing details of bag number, origin Parcel hub, destination Parcel hub and details of flight.

4. DELIVERY OF PARCELS: Delivery of Parcels will be done through the post offices/Nodal Delivery Centre (NDC)/designated places as per norms provided in Annexure-II. Delivery of Parcels shall also be done using Smart Delivery Boxes / franchisee outlets as specified from time to time.

- i. Regulations 53 & 66 (1) outline the provisions regarding the intimation to the addressee to be served by the postman at the delivery address for accountable items and the use of standard remarks on undelivered articles as specified from time to time. Necessary instructions on the subject matter have been contained in the SOP annexed hereto as Annexure-II.
- ii. Regulation 64(1) outlines the provision for accountable items to be kept in deposit if undelivered in the first attempt. In such case the article would be retained in the post office for a period of seven days following the date of first attempt of delivery.
- iii. Regulation 64(2) outlines the retention period of accountable items, delivery of which have not been attempted on the request from addressee. Such articles may be kept in deposit at the delivery post office upon written instructions from the addressee to the postmaster/in-charge of the concerned delivery post office, specifying the period of retention, which shall not exceed seven days from the date of the receipt of article at the delivery post office. Delivery post offices will maintain a proper record of all such requests for retention and monitor the Parcels held in deposit to ensure timely delivery or RTS within the prescribed period.

5. Disposal of Contraband Items: Regulation 96 (8) provides for the manner of dealing with the Parcels which are found to contain anything which is in contraband for transmission. The provisions of the Act or the Rules will be followed as per the manner defined for other accountable items as specified in Regulations 33 to 40.

6. Cancellation of booking of Parcels: The provision of cancellation of Parcels will be available till the time article is not dispatched from the booking office. In such a case, sender or their authorized representative must submit a formal request for cancellation at the booking post office. This request should include:

- a. Original receipt of the booking.
- b. Article number and other booking details.



c. Reason for cancellation.

- i. The sender or authorized representative must provide valid identification (any of the KYC document i.e. Aadhaar card, PAN card, Passport, Ration Card, Electricity Bill/Telephone Bill not more than three months old, Bank/Post Office passbook or statement, Certificate from any public authority) to verify their authority to cancel the article. In case of an authorised representative, a letter authorising him to cancel the article and collect it will also have to be provided.
- ii. The post office staff will verify if the Parcel has not yet been dispatched, and process the cancellation request. Each cancellation request made by the sender shall be approved by the supervisor/ post office in charge.
- iii. If the cancellation request is approved, the article shall be returned to the sender or their authorized representative. It is also specified that no request of refund shall be entertained under any circumstance for domestic Parcel.

7. Recall of Parcels: Regulation 55 (I) & (II) provides for the redirection of accountable items which may be availed by customers at any point of time except when the Parcel is out for delivery. The process for recall & redirection of Parcels shall be as follows:

- i. The sender of a Parcel, posted in India may have the Parcel withdrawn or its address changed, so long as the Parcel:
 - a) has not been confiscated or destroyed by the competent authorities;
 - b) has not been seized by virtue of any law
- ii. No Parcel shall be recalled nor shall the address thereon be altered except under and in accordance with the orders of the Central Government, the Director-General, Postmaster-General, in-charge of the booking office or any other authority as may be authorized in this behalf from time to time.
- iii. An application for the recall or alteration of address of a Parcel may be made by the sender or by any other person authorized by him in writing in this behalf to the in-charge of the booking office. Every such application shall mention the reasons why redelivery is sought. Such an application shall be accompanied by a fee of Rupees 6.00 in the shape of postage for every postal article.
- iv. Operational process for recalling of Parcels booked by the bulk customers will be followed as per user manual annexed hereto as Annexure-IV.



8. **Compensation:** Regulation 73(3) provides for compensation of domestic items. The compensation of Speed Post Parcel and India Post Parcel will be as under:

Compensation payable in event of delay in delivery of item	
Speed Post Parcel (Domestic)	Speed Post Parcel postage paid
Compensation payable in event of loss or damage or part damage of item	
Speed Post Parcel (Domestic)	Double the amount of Speed Post Parcel postage paid or ₹1000 whichever is less.
India Post Parcel (Retail)	One Hundred rupees
India Post Parcel (Contractual)	Five hundred rupees or the actual value of the parcel or the content lost, whichever is less

9. **Insurance:** Regulation 133 provides for insurance of domestic items. The insurance charges for Speed Post Parcel and India Post Parcel will be as under:

Customer	Insured Value	Charges
Contractual Customers	Upto Rs. 200	Rs. 4/-
	Above ₹ 200	Rs. 4 + 1.50% of value exceeding Rs. 200
Retail Customers	Upto Rs. 200	Rs. 10/-
	Above ₹ 200	Rs. 10 + Rs. 6 for every additional Rs. 100 or fraction thereof

10. **Logistics Posts**

- Regulation 97 (1) and 97 (2) provide for processing of items under Logistics Post.
- The operational process for Logistic Post shall adhere to the Standard Operating Procedure (SOP) and accounting procedure as defined in Annexure-V.

11. **Cash on Delivery- Value Added Service for Speed Post Parcel and India Post Parcel**

- Customers of Speed Post Parcel and India Post Parcel will be given the value-added service of Cash-on-Delivery (COD). Customers, both retail

and contractual, can send COD items for transmission through post. The limit of COD Amount specified for recovery from addressee is as follows:

Cash on Delivery	Speed Post Parcel/ India Post Parcel	
	Retail	Contractual
Amount to be recovered from addressee	Rs. 10,000	Rs.50,000

- ii. Such articles do not contain coupons, tickets, certificates or introductions designed for the sale of goods on what is known as the "Snowball System";
- iii. insurance of Cash on Delivery articles shall not be compulsory irrespective of amount of recovery from addressee;
- iv. Amount, recovered from addressee on delivery of such items, shall be remitted to the sender.
- v. An item may be sent as a COD retail item even though it possesses no intrinsic value. Thus, legal documents, bonds, policies of insurance, promissory note railway goods and Parcel receipts, bills of lading or ordinary bills for collection may be sent as COD retail items.
- vi. COD retail articles can be posted at any post office that is an eMO office for transmission to any other post office that is an eMO office.
- vii. **Manner of Posting of CoD retail items:** Every item intended to be transmitted by post as a COD retail item must be presented at the post office with the prescribed printed form in which the sender must specify the sum to be remitted to himself and sign the declaration in the CDF-2 form annexed hereto as Annexure-VI. The sender must also write clearly on the face of the article itself in the upper left-hand corner, the letters "COD retail" followed by an entry in figures and words of the amount for remittance to himself and in the lower left-hand corner – his own name and full addressing. The sender's name and address may be indicated with clear impression of a stamp on the COD retail items.
- viii. No COD retail items will be accepted unless the city/town/village of payment shown in the money order form is the same one as where the article has been booked.
- ix. A receipt in the prescribed format will be given to the person who books such an item.
- x. The Central Government shall not incur any liability in respect of the sum specified for remittance to the sender in respect of a COD retail item unless and until that sum has been received for remittance to the sender in respect of a COD item within seven days from the date of receipt of the item at the post office of payment.

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12. Discount Structure for contractual Customers of Speed Post Parcel and India Post Parcel

- i. The following discount structure will be available to contractual customers of Speed Post Parcel and India Post Parcel -

Monthly revenue	Discount rate (Credit facility)	
	Speed Post Parcel	India Post Parcel
Rs. 50,001 to 5 lakhs	10%	7%
Rs. 5,00,001/- to 25 lakhs	15%	10%
Rs. 25,00,001/- to 1 cr.	20%	13%
Rs. 1,00,00,001 to 5 cr.	25%	16%
Above Rs. 5 Cr	30%	20%

- ii. 1% additional discount will be offered to those contractual customers who either avail Advance Deposit facility or make payment at the time of booking. In case monthly revenue is more than Rs. 25 lakhs, additional discount for such customers will be 2%.
- (a) In case of COD articles, if (RTS) is more than 25% for a particular customer in a particular month, postage of all such articles shall be excluded from the total postage while calculating the discount. While arriving at this figure, consolidated booking made by the customer under National Account Facility will be taken and also as the total RTS also made through the system from all locations. In cases where customer is not availing National Account Facility, the action will be performed for individual location bookings and RTS.
- (b) In case of non-COD articles, the permissible limit for RTS is fixed as 8%. This means that if RTS is more than 8% for a particular customer in a particular month for non-COD articles, postage of all such articles shall be excluded from the total postage while calculating the discount.
- iii. The above-mentioned discount would be offered to the customers provided that the booking data is made available to the booking office by the customer in electronic format as prescribed. In respect of booking data received with a paper manifest only (without soft copy), the discount amount offered to the contractual customer would be reduced by half.
- iv. The contractual Speed Post Parcel or India Post Parcel customers who are mailing their items from multiple locations may be allowed

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consolidation of accounts under National Account facility (NAF) at all booking locations for calculation of discount and billing and payment at a nodal office. However, consolidation of Speed Post Parcel and India Post Parcel revenue of a customer shall not be allowed to determine eligibility of (NAF).

13. Discount Structure for Retail Customers of Speed Post Parcel and India Post Parcel

- i. There are also walk-in or one-time customers who book articles across the counter. In order to attract such customers following discount will be offered to such customers while booking across the counter (No need of any agreement or contract):

Daily Revenue	Discount Rate for Speed Post Parcel/ India Post Parcel
Rs. 2,000/- to 1,00,000/-	5%
Above Rs. 1,00,000/-	10%

14. Operational guidelines for contractual customers of Speed Post Parcel and India Post Parcel

- i. A contractual customer in respect of Speed Post Parcel and India Post Parcel is defined as anyone fulfilling the following conditions: -

Service	Speed Post Parcel/ India Post Parcel		
Minimum revenue for eligibility as contractual customer	Single location	multiple locations within a Circle	National Account Facility
	Rs. 10,000/- per month	Rs. 50,000/- per month	Rs. 10 lakh per year
Place of booking	At identified booking offices		
Modes of payment	Credit/ Advance Deposit/ At the time of booking		
Approving authority	Head of Division Auto-renewal till 3 years. After 3 years: Head of Division		
Security deposit for credit facility	Equal to three billing cycles anticipated postage		



- ii. The customer shall apply to the designated authority in the format prescribed at Annexure-VII for registering as a contractual customer with Department of Posts to avail Speed Post Parcel, and India Post Parcel service. Only Annexure VII will be required to be filled by the customer. Terms and conditions are enclosed at Annexure-VIII, for reference of customers signing contract.
- iii. All the cases requiring NAF either under Speed Post Parcel or India Post Parcel should be referred to Parcel Directorate for approval and allotment of specific barcode series/ range for further allocation to NAF customers.
- iv. The various value additions like pick up, credit/ advance deposit facility, volume discount etc. will be provided to contractual customers subject to following conditions:
 - a. Pickup from customer's premise: Free pick up will be limited to municipal area to which the booking center belongs or within a radius of 20 Km from the center.
 - b. HOCs are empowered to extend the jurisdiction to provide free pick up of the consignments from the locations/ customer's premises beyond the municipal limit, in cases wherever required.
 - c. In specific cases, considering the business potential, extension counter of the designated center may be opened at the premises of the bulk customer or HOC may identify a booking center in the vicinity of business.
 - d. HOC in consultation with CIFA may work out the cost of pick up so that pick up may be provided to those customers also who do not fulfill the criteria for free pick up.
- v. **Credit facility shall be provided to customers fulfilling the following criteria:**
 - a. Credit facility will be offered to contractual customers only who enter into an agreement with the Department and present the consignments for booking at identified centers only.
 - b. Once the request of the customer to avail credit facility is approved by the competent authority, the customer will be required to furnish a Security Deposit in the form of 'Bank Guarantee' as per format given at Annexure-IX. Alternatively, security deposit may be furnished in the form of amount deposited in the post office through cash or demand draft/ cheques or any other valid instrument duly pledged in the favor of Head of Division. Amount of security deposit to be

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furnished should be equal to expected business of three billing cycles.

- c. In case a contractual customer opts to avail both the services (viz. Speed Post Parcel and India Post Parcel), a single bank guarantee of appropriate amount may also be accepted.
- d. The bank guarantee should be valid for a period of at least 27 months from the date of the agreement, if the agreement period is 2 years. In case the agreement period is 1 year, validity would be for a period of 15 months. The maximum period up to which the Book Now Pay Later (BNPL) agreement with the eligible contractual customer can be signed shall be 3 years, In case the contractual customer wishes to sign the BNPL agreement for 3 years, the validity of the bank guarantee shall be 39 months from the date of signing of the agreement.
- e. The Bank Guarantee should be issued by a nationalized or scheduled bank.
- f. In case the applicant is a central/ state government ministry/ department/ nationalized bank/scheduled bank/public sector undertaking, credit facility may be offered without obtaining the bank guarantee.
- g. The amount of bank guarantee shall be reviewed by the authority who has signed the agreement on quarterly basis. In case the amount of Speed Post Parcel or India Post Parcel is found to exceed the amount of bank guarantee, a bank guarantee of the additional amount from the contractual customer would have to be taken.
- h. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, credit facility will be withdrawn.

vi. **Advance Deposit facility/ Payment at the time of booking:**

- a. Credit facility will be offered to contractual customers only who enter into an agreement with the Department and present the items for booking at identified centers only. Since a provision of additional discount for customer availing advance payment or payment at the time of booking facility has been made in the discount structure, wide publicity of this feature may be given. Customers may be requested to adopt advance payment facility
- b. Such advance deposit customer will have to open a deposit account with minimum amount of Rs. 1,000/-. In case of booking at multiple locations, minimum amount of advance deposit would be Rs. 10,000/-.
- c. Such requests of customers may be approved by authorities designated to sign the agreement and need not be referred to Regional/Circle Office.



vii. **Billing:** The bill for Speed Post Parcel and India Post Parcel shall be issued separately

- a. The bill will be raised on a monthly basis (calendar month) by the office of booking/nodal office.
- b. The monthly bill will be raised by the 7th day of the following month (Bill date). The contractual customer shall pay the bill amount in full on or before last day of the month in which bill is raised. i.e. due date.
- c. For customers providing monthly business of more than Rs.50 lakhs, if opted, the bill may be raised on fortnightly basis. However, the applicable discount for such customers will be adjusted on monthly basis in the bill raised in 2nd fortnight of the month.
- d. For fortnight billing, 1st bill will be raised by 22nd day of the current month which shall be paid on or before 7th day of the following month. The bill of 2nd fortnight will be issued on 7th day of the following month which shall be paid on or before last day of the month in which bill is raised i.e. due date.
- e. In case the customer fails to make the payment by the due date, penalty at the rate of 12% per annum on the amount of the bill shall be imposed by the Department upon the defaulting customer (to be calculated on a daily basis). The penalty will be imposed from the Bill date.
- f. No booking of Speed Post Parcel or India Post Parcel consignments will be allowed from the defaulting customer after one month from the due date of the payment of bill till all the pending bills along with the penalty due are paid in full to the Department.
- g. In case of non-payment of bill even after 2 months from the bill date, action will be taken by the designated authority for Invoking the Bank Guarantee to recover the total outstanding amount. This period can be extended for Central/ State Government organization by the concerned Head of Division, if deemed fit.
- h. However, the Department may accept the booking of India Post Parcel or Speed Post Parcel consignments from such defaulting customers on full prepayment of postage as a new customer in accordance with prevailing guidelines.
- i. The time limit for registration of contractual customer with Department shall be 2 working days from the receipt of application, complete in all respect, along with KYC/supporting documents from the customer.

viii. All existing bulk customers of Business Parcel will be switched to India Post Parcel and may be informed of the applicability of the new Discount Structure to be provided on all Speed Post Parcel and India Post Parcel bookings.

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15. These instructions become effective w.e.f. date of implementation of PO Regulation, 2024 and shall be applicable henceforth.

16. This issue with the approval of Director General Postal Services.

Enclosures: As above.


(Annu Paul) 27/12
Deputy General Manager (PD)

To,

All Heads of Circles/Regions

Copy to: -

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to Director General
3. Sr. PPS/PPS/PS to the Members of Postal Services Board
4. Addl. Director General, APS, New Delhi
5. CGM, BD/CGM PLI/ CGM CEPT
7. DDG (MO Division)/DDG PO
6. Sr. DDG (Vigilance) & CVO/ Sr. DDG (PAF)
7. Director, RAKNPA/ GM, CEPT/ Directors of all PTCs
8. All PAOs

Annexure-I

Customer Declaration Form (CDF-I)				
INDIA POST / SPEED POST PARCEL				
Customer ID _____				
	Books / Document	Fashion & Apparel	Sport Equipment's	Electronics
	House Hold Items	Medicines	Others (Please Specify) _____	
Whether the Parcel contains the following: Dry coconut/ Battery inbuilt electronic equipment/ Flammable items/ Chemical substances/ Liquids/ Magnetic material: Yes_____ / No_____				
Total value in Rs. _____				
Sender / Return Address: Name _____ Address _____ State _____ City _____ Pin Code _____ Contact No. _____			Addressee Address: Name _____ Address _____ State _____ City _____ Pin Code _____ Contact No. _____	
I, the undersigned, whose name, and address mentioned above, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation. () Date and sender's signature				

Procedure for delivery of Parcels

This is regarding procedure of delivery of Parcels i.e. India Post Parcels and Speed Post Parcels. In order to streamline the delivery mechanism so as to ensure a uniform standard of service across the country, it has now been decided that the following procedure would, henceforth, be adopted in respect of delivery of Parcels including Parcel items received from abroad for delivery. These instructions shall be reviewed time to time and further once after the integration of the delivery application with the Postman Mobile Application and the implementation of OTP-based delivery under the IT 2.0 initiative.

2. DELIVERY

- (a) It shall be the responsibility of the Supervisor of the delivery branch / Post Masters at Delivery Post offices / Nodal Delivery Centers to ensure that all the items received for delivery on a particular day must be out for delivery on the same day.
- (b) All Parcel items should compulsorily be given home delivery unless and until specified in this regard.
- (c) The delivery of the Parcels shall be made to the addressee or the authorized person in case of India Post Parcel including COD and Insured Parcels:
- (d) The delivery of Speed Post Parcel would be address specific. In cases, where a customer requires addressee specific delivery of Speed Post Parcels, Parcel Directorate would be competent to allow addressee specific delivery of such speed post parcels on receipt of such a request on a case-to-case basis.
- (e) The delivery slip must include the signature/thumb impression (in case of addressee is illiterate) and full name in block letters of the addressee or the person receiving the parcel delivery, unless the item's outward appearance raises suspicion of tampering.
- (f) When a Parcel item is received in the office of delivery in a damaged condition or the outward appearance of the cover of the Parcel is suspected to be tampered, a notice will be sent by the postmaster of that office to the addressee requesting him to attend the post office within seven days to take delivery of it either personally or through an authorized agent. This notice will have to be produced at the post office before delivery is effected. Further, the item shall be opened at the post office, in the presence of the Postmaster and addressee concerned, and to have its contents entered in an inventory, which shall be prepared in duplicate and shall be signed by the addressee.
- (g) The post office shall forward a signed inventory copy to the sender. Additionally, the addressee or authorized person in that case must provide their identification, as required by the delivery post office for further record management.

- (h) To trigger real-time SMS updates to the addressee regarding the delivery status of articles, articles will be scanned using the Postman Mobile application and instantly marked as "delivered" upon successful delivery, as per the guidelines issued from time to time on the subject matter.
- (i) For multiple articles addressed to a single addressee, a single signature from the addressee or recipient is sufficient, as long as the delivery slip includes a comprehensive list of all article barcode numbers on one page. Additionally, the recipient must note the total number of articles received above their signature. Such procedure should be followed for delivery to a firms etc. which normally received large number of accountable items.
- (j) The addressee of a Parcel item or authorized person on the behalf of the addressee, may avail the facility of delivery of addressee specific articles at the delivery post office during business hours; by giving a written request to the postmaster along with valid address proof without any charge and in such case, the item shall not be given to Postman for doorstep delivery.
- (k) Process for delivery of Parcels through Smart Parcel Delivery Kiosks will be followed as notified by Parcel Directorate from time to time.
- (l) Articles addressed to deceased individuals will be treated as unclaimed, marked as "Return to Sender" (RTS), and disposed of accordingly.
- (m) Delivery of articles in bulk may be made from the Processing Hubs directly based upon the operational requirement and after due approval of Divisional Heads concerned.

3. ATTEMPTED DELIVERY

(a) Intimation to the addressee is to be served by the postman (as enclosed) for articles at the premises if the premise is locked or to the inmates if premise is open and the addressee is not available on the first attempt. Signature of inmate of premises to whom intimation is delivered will be obtained in the Book of Intimation and Notices delivered by the postman. If the intimation is delivered at the locked premises a remark to this effect will be recorded in the said book. The purpose of serving the intimation is to make addressee aware that-

- (i) An attempt of delivery was made;
- (ii) when the next attempt would be made, and;
- (iii) how to obtain delivery of the article

(b) The intimation to be left at the address would therefore include the following information: -

- (i) Date and time of the delivery attempted
- (ii) Date and time interval of the next scheduled attempt of delivery

- (iii) Address; telephone no. and hours of business of the post office where- the article would be kept after the second delivery attempt.
 - (iv) The date until when the consignment will be retained at that post office / NDC for collection by the addressee or his/her representative.
 - (v) Name and signature of the delivery official
- (c) The delivery official in such cases, will record the time of leaving the intimation at the address along with his signature in the delivery slip.
- (d) In respect of all articles where the intimation is served during the first attempt of delivery, a second attempt of delivery of article shall be made on the next working day.
- (e) An intimation slip, annexed hereto as [Annexure-A](#) for reference. Circles are required to print this intimation in English and/or the local language and further may be circulated to all delivery offices in their jurisdiction.
- (f) If the item could not be delivered even on the second attempt, the article would be retained in the post office for a period maximum up to seven days following the date of receipt of article at the post office / first attempt of delivery. For example, if the first attempt of delivery was made on January 25, 2025, the second attempt of delivery would be made on the next working day i.e. January 27, 2025 (January 26, 2025 being National Holiday). If still undelivered, the article would be kept in deposit at the Post Office till February 1, 2025 and would be returned by the Post office/ Nodal Delivery Centre on February 2, 2025 as unclaimed.
- (g) The undeliverable articles would be returned either to: -
 - (i) the sender, or,
 - (ii) to the "Return" address mentioned on the articles under provisions of delivery to the third address
 - (iii) or RLO as the case may be after the period of deposit is over and return to sender cannot be executed.

4. UNDELIVERABLE ITEMS (PARCELS)

(a) Following are the reasons due to which an article would not be delivered: -

Sr. No	Reason	Explanation	Action
1.	Addressee not available at the time of delivery	Door Locked / Addressee not available at the time of delivery for delivery of addressee specific items	Intimation Served
2.	Damage - Item not delivered	Item was not delivered as it was in damaged condition	The procedure outlined in paragraph 2(f) as above shall be adhered to.
3.	Addressee moved	Addressee has moved from the address and has left instructions as to the redirection of his communications.	Article to be redirected to the new address on the same day.
4.	Refused	Addressee refused to accept the item. Or Addressee is present but does not take delivery of the item on one pretext or other reasons.	The procedure outlined in paragraph 3(g) as above shall be adhered to.
5.	Deceased	In case of addressee specific items, if the addressee has deceased.	The procedure outlined in paragraph 3(g) as above shall be adhered to
6.	Insufficient Address	Address given on the article is not complete like name of street, house number, locality, etc. are not given	The procedure outlined in paragraph 3(g) as above shall be adhered to.
7.	Addressee cannot be located	There is no person of that name at the address or the addressee has	

		gone away without leaving any instruction as to the disposal of correspondence and no reliable information is available about his/her new address.	
8.	Unclaimed	Intimation was served but the item was not taken delivery of by the addressee or his/her representative till the date of retention of the Parcel in the office.	The procedure outlined in paragraph 3(g) as above shall be adhered to.
9.	Missent	The address is correct but it falls in delivery area of another office. The address is correct except the pin code which is incorrect	Item has to be redirected on the new address on the same day

(b) Undeliverable parcel items shall be returned to the sender or the Returned Letter Office (RLO), as applicable, as per prescribed procedure. The reasons for non-delivery will be indicated only by use of the standard remarks given below:

- i. Refused/Unclaimed
- ii. Not known/Deceased.
- iii. Addressee cannot be located/Insufficient address.
- iv. Missent.

The above remarks will be indicated by means of a rubber stamp. No entries will be made in hand as far as possible. The relevant remarks will be ticked and authenticated with the signatures of the official responsible to record the remarks. The reason recorded on the articles for non-delivery must be one of the reasons mentioned as above. No other remarks would be allowed.

(c) International EMS Parcels which could not be delivered would be returned to the Office of Exchange concerned as per the instructions circulated by IR & GB Division from time to time.

5. REDIRECTION

While redirecting, the new address of the addressee, along with the date of redirection, must be written on both the delivery slip and the article itself. A record of the redirection will also be made in the Delivery Slip used in delivery post offices/NDC when the postman returns. The article will be dispatched to its new destination on the same day.

6. WINDOW DELIVERY

- (a) Each delivery office will clearly display to the customers the location and the timings of window delivery counter from which the addressees or their authorized representatives can collect the article.
- (b) The Memo of Distribution of Work will clearly indicate which postal assistant and the supervisor will be responsible for Window Delivery.

Parcel Packaging Standards

These Parcel packaging standards are elucidated for Parcel Packaging Units and also ideal standard for customers as well. There are three aspects of Parcel packaging as mentioned below:

- I. External packaging (flyer, Boxes, Bi-axially Oriented Polypropylene (BOPP) tapes, stretch wrap plastic films & strapping rolls)
- II. Internal packaging (loose fill like Bubble wrap, airbags& cardboard fillers)
- III. Special Handling label- labels indicating handling instructions for fragile items

I. External packaging (flyers, BOPP tapes, Boxes)

A. Small Parcels- Small Parcels should ideally be placed inside tamper-evident plastic flyers & non-tearable paper bags of different sizes duly sealed. Additional features to be included are sequential security numbering (to be printed at seam of the flyers)

(i) Plastic flyer/bag:

Features	Specifications
Usages	For securing Parcels
Property	Recycle and Tamper proof/evident
Thickness	55-60 Microns
Material	LDPE/HDPE (Low/High Density Polyethylene) with water/moisture resistant feature
Tensile strength	400% elongation at break with MPa unit above 25
Pattern	Transparent Jacket/Pouch with (POD/Invoice)
Branding	Array of India Post logo across the length of envelope (preferable size - 2" x 2" inches) with Circle name on it.
Carrying Capacity	Less than 2 Kgs
Dimensions of the plastic flyer/Bags	12" x10" Inches pouch 16" x 12" Inches pouch (6" x 6") Inches pouch Optional- Bubble padding
Adhesive Strip glue & tamper evident feature	<ul style="list-style-type: none"> Peel & Seal permanent adhesive flap closure (Glue strength is of highest quality)
Additional Features	<ul style="list-style-type: none"> Easy to write on with a permanent marker/ pen

Tensile Strength- is the maximum stress that a material can withstand while being stretched or pulled before failing or breaking.

(ii) Paper flyer/Bag:

Features	Specifications
Usages	For securing Parcels
Property	Recycle and Tamper proof/evident
Thickness	100-150 Microns
Material	Kraft paper with water/moisture resistant feature
Pattern	Transparent Jacket/Pouch with (POD/Invoice)
Branding	Array of India Postlogo across the length of envelope (preferable size - 2" x 2" inches) with Circle name on it.
Carrying Capacity	Less than 2 Kgs
Dimensions of the paper flyer/ Bags	12" x10" Inches pouch 16" x 12" Inches pouch (6" x 6") Inches pouch Optional-bubble padding
Adhesive Strip glue& tamper evident feature	▪ Peel & Seal permanent adhesive flap closure (Glue strength is of highest quality)
Additional Features	▪ Easy to write on with a permanent marker/ pen

(iii) To be printed on flyer bags: *(Note- all instructions at Table 1 & 2 in Bilingual*

Please check for following before accepting the package

- Security numbering (123,456) is VISIBLE at the edges of bag and NOT DISTORTED
- Use of any tape is not allowed on the bag.

(English/Hindi)

Table 1 to be printed at top middle of flyer on both the sides

Table 1.


- **NO TAPE ALLOWED** (in 'bold'-to be printed at centre on both the sides)
-  **PLEASE DO NOT ACCEPT TAMPERED PACKET** (in 'bold'- To be printed vertically along the sides on both the sides of flyer)

Table 2

B. BOPP tapes- Tamper evident Bi-axially Oriented Polypropylene (BOPP) tapes are the packaging tape commonly used for securing & fastening secondary packaging material (i.e. carton boxes, corrugated boxes etc.) for medium and heavy-duty Parcel box. Specifications for these is as under:

Feature	Specifications
Width (inch)	Min:2"
Property	Recycle and Tamper proof/evident
Length (metre)	40 & above
Colour options	<ul style="list-style-type: none">• Brown/Transparent• Array of India Post logo printed on entire roll with Circle name on it.
Thickness	<ul style="list-style-type: none">• 40 microns
Additional desired features (List not exhaustive)	<ul style="list-style-type: none">• Medium and heavy sealing (Hot melt Acrylic/ rubber)• Withstand multiple environments

Note: wrapping of tape to be done in such a manner that it does not obstruct/ overlap address labels, bar code etc.

C. Boxes- High quality six-sided corrugated cardboard box with flaps intact Parcels. These boxes can be sealed with tamper proof BOPP tapes. Fragile items requiring reasonable level of protection in the process of handling should be placed inside corrugated boxes. Specifications for boxes with appropriate strength and durability for carrying the weight and size of the item with carrying capacity up to 1 kg, 2kg, 5kg, 10kg, 15kg, 20 kg, 25 kg & 35 Kg are as below.



Dimensions & specifications for Boxes: (No joint/single joint)

(i) Dimensions:

Parcel Boxes	Dimension of boxes- minimum prescribed(in mm)	Weight (in Kg.)	Preferable box type
Small (L1)	300x150x100	0 to 500 gms	Single wall
Small (L2)	337 x 182 x 100	Up to 1 Kg	Single wall
Medium	336 x 320 x 52	Upto 2 Kg	Single wall
Large (L1)	337 x 322 x 180	Upto 5 Kg	Single wall
Large (L2)	337 x 322 x 345	Upto 10 Kg	Single wall
Large (L3)	417 x 359 x 369	Upto 15 Kg	Double wall
Large (L4)	481 x 404 x 389	Upto 20 Kg	Double wall
Large (L5)	541 x 444 x 409	Upto 25 Kg	Double wall
Large (L6)	800 x 600x 600	Upto 35 Kg	Double wall

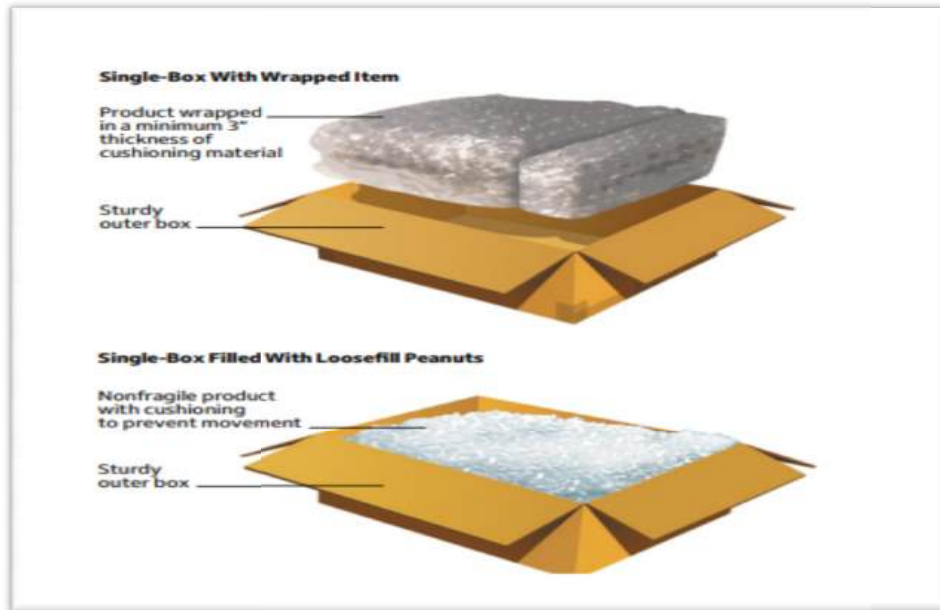
(ii) Boxes specifications:

Box type	Material Thickness	Material grade(GSM) in gms	Bursting test(<i>pounds persq. inch</i>)	Edge crush test(<i>pounds persq. inch</i>)
Single wall	3-5 mm	150 gm	160	34
Double wall	7-8 mm	250 gm	250-350	55

Burst-Test- is the force of pounds per square inch required to rupture or burst the side of a corrugated box. The result indicates the box's ability to withstand external or internal forces, and how the box will contain its contents during rough handling.

Edge-Crush-Test (ECT) - measures the stacking strength of corrugated cardboard boxes or fiberboard. Determining a finished box's compression-strength is defined by the amount of force that is needed to crush the cardboard by standing it on its edge.

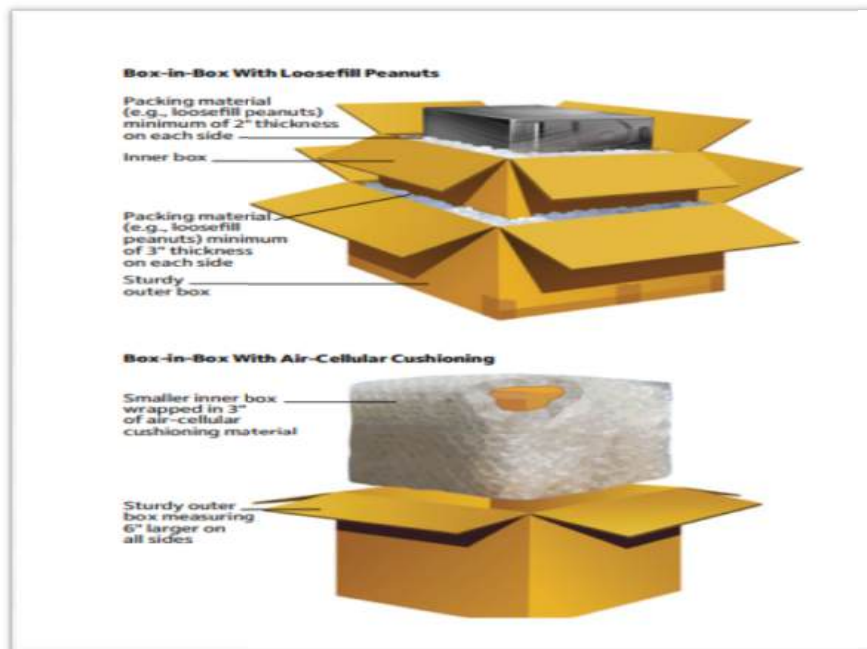
(iii)Boxing method can be of two kinds a. Single box method, b. Box-in-Box method



a. Single box packaging method

Basic packaging methods

- Suitable for most non-fragile articles (e.g. printed matters, machinery parts, metal parts etc.)
- Items that may be affected by moisture and staining should be placed into a strong plastic bag or container for extra protection.
- Ensure items are placed centrally in the box with at least 6cm of separation from any of the external walls and corners.
- If shipping multiple items within a single box, ensure each one is wrapped individually and well separated from one another.
- Fill any void space to prevent items moving within the box during transport.



b. Box in box packaging method

The box-in-box method utilizes a second outer box to offer additional protection. It is useful for the transportation of more fragile items or where the inner box will be used for retail purposes.

- The outer box should be at least 10 cm larger in all dimensions than the inner box to provide sufficient over pack protection
- Restrict any movement of the inner box by filling void space by internal packing material or any suitable dunnage material on all sides before sealing the outer box ready for transportation.

(iv) Printing instructions

-  **PLEASE DO NOT ACCEPT TAMPERED PACKAGE** (in 'bold'- To be printed at lower sides of box where visible in *Bilingual (Hindi/English)*)

Branding: - India Post logo to be printed on lateral 4 walls of the corrugated box. Appropriate dimensions of logo should be kept as per the box size.

D. (i) Stretch wrap plastic films- Linear low-density polyethylene (LLDPE) wrapping films can be used for providing additional security during transport and storage. Roll stretch wrapping machine can be used for providing these services.



Illustration

(ii) Strapping rolls- PP strapping rolls can be used for providing additional security during transport and storage. Parcel strapping machine can be used for providing these services. An array of India Post logo shall be printed on entire roll with Circle name on it.



Illustration

Note: Wrapping to be done in such a manner that it does not obstruct/ overlap address labels, bar code etc.

II. Internal packaging (loose fill like Bubble wrap, airbags, cardboard fillers)

Bubble wrap, airbags& cardboard fillers are all commonly used as packaging material. All have different qualities and it is important to use them appropriately. The shock absorption properties of these materials provide a cushion to fragile items and prevent damage during transportation. The table below at 'X' describes what material is suitable as per need.

Packaging Function				
Type of material	Cushioning	Void fill	Protection	Divider
Bubble wrap	✓	✓	✓	
Air bags		✓		
Cardboard fillers		✓	✓	✓

Table 'X'

(i) Specifications:

a. Bubble Wrap

Feature	Specifications
Material	Low density polyethylene (LDPE)
Thickness of film	35-40 GSM
Bubble diameter (mm)	10
Percentage of sheet covered by bubbles	80%

b. Airbags- Durable & tamper proof nature air pillow bags to protect valuable or fragile item

c. Cardboard fillers- Good quality shredded cardboard fillers

III. Self-Adhesive Special Handling Label:

Proper use of handling instruction labels in corrugated boxes will help in ensuring appropriate transport, handling and storage of shipment during transit. Dimensions to be kept as per box sizes.



(i) Specifications:

Feature	Specifications
Material	Glossy coated on top
Dimension	3"x3", 4"x4", 6"x6"
Adhesive quality	Glue strength is of highest quality
Other features	Waterproof and Oil-proof, Fade Resistant & Reliable

*Affixing of label to be done in such a manner that it does not obstruct/ overlap address labels, bar code etc.

Note- In case of Parcels packed by the customers, non-branded tapes, flyer bags & corrugated boxes can also be used.

E. Packaging guidelines in respect of some specific type of Parcels:

In addition to the above prescribed packaging specifications, packaging conditions in respect of some specific type of Parcels will be as under:

1. A Parcel wrapped with cloth should invariably either be packed in a carton or be covered with paper or plastic wrapper over the cloth wrapping so that the bar code sticker can be properly affixed on the Parcel for track and trace purpose.
2. Parcels containing articles of great value like gold, bullion, jewelry, and the like must be packed in a metal container or a wooden or a stout card-board case according to the nature of the article.
3. Liquids and substances which liquefy easily shall be dispatched in a double receptacle. Between the first receptacle (bottle/flask etc.) and the second (which shall be a box of metal or of strong wood or any corrugated box) some space shall be soft to be filled with saw dust, bran, or some other absorbing material in sufficient quantity to absorb all the liquid contents in the event of breakage.
4. Live bees shall be enclosed in suitable cases and so packed as to prevent all risks of injury to other postal articles in course of transmission by post or to officers of the Post Office.
5. Human and other viscera may be transmitted by post to chemical examiners for analysis subject to the following conditions: -
 - (a) The suspected viscous or other material to be sent for examination shall be enclosed in a glass bottle or jar, fitted with a stopper or sound cork.
 - (b) Great care shall be taken that the stopper or cork of the bottle fits tightly. This precaution is especially necessary when alcohol is used as a preservative; in such cases a ring of bee's wax or candle-wax shall be placed round the lip of the bottle so as to cover the shoulder of the stopper. The stopper shall be carefully fastened down with bladder or leather and sealed.
 - (c) The glass bottle or jar shall then be placed in a strong wooden or tin box, which shall be large enough to allow of a layer of cotton, at least 18 millimeters thick, being placed between the bottle or jar and the box.
 - (d) The box itself shall be encased in cloth, which shall be securely closed and sealed. The seals shall be at intervals not exceeding 7-1/2 centimeters along each seam. All the seals shall be of the same kind of wax and shall bear distinct impressions of the same device. The device shall not be that of a current coin or merely a series of straight curved or crossed lines.
 - (e) Brains of rabid animals may be transmitted by post to authorized laboratories when sent by persons holding veterinary or medical qualifications and on the conditions prescribed above.
6. Cultures or other articles known or believed to contain the living germs of plague may be transmitted by the inland post subject to the following conditions: -

(a) Such cultures or other articles aforesaid shall not be accepted for transmission unless they are sent by a commissioned medical officer, a Military Assistant Surgeon or a Medical Practitioner in possession of a qualification not lower than that of M.B.B.S, or by a person specially permitted by the Central Government or a State Government to send such cultures or other articles; not unless they are consigned to a Government Laboratory or to a person specially permitted by the Central Government. or a State Government, to send such cultures or other articles: not unless they are consigned to a Government Laboratory or to a person specially permitted by the Central Government or a State Government to receive such cultures or other articles.

(b) The cultures or other articles aforesaid shall be securely packed in a hermetically closed tin or adequate strength which shall be placed in a strong outer box of wood or tin with a layer of at least 18 millimeters of raw cotton wool between the inner and outer case.

(c) The outer case shall be enclosed in a stout cloth, which shall be securely fastened and sealed and labeled with such distinguishing inscription as will suffice to make immediately manifest the nature of the contents.

(d) The sender shall present the Parcel at the post office accompanied by a declaration as to the nature of its contents, and a certificate signed by himself to the effect that he has advised the addressee of its dispatch and that such addressee, if the Parcel should not be addressed to a Government Laboratory, has been specially permitted by the Central Government, or a State Government, to receive such cultures or other articles. The certificate, moreover, shall show on its face that the sender is a person authorized within the meaning of clause (a) of this rule to send such cultures or other articles.

7. Bottles of anthrax spore vaccine may be transmitted by post by laboratories permitted by the Central or State Governments to dispatch or receive such articles and on the conditions prescribed in clauses (b), (c) and (d) to 6 above.

8. Strong smelling articles (e.g..asafoetida) shall be enclosed in a hermetically sealed case of tin or other metal.

9. Inflammable films, raw or manufactured celluloid shall be packed in a double receptacle. Such articles shall first be closed, in the case of films, in a hermetically sealed box of tin and, in the case of celluloid or articles made wholly or partly of celluloid, in a box of tin, cardboard or wood, the vacant space being completely filled to prevent any movement of the contents. This box shall then be wrapped completely all round with padding material in sufficient quantity and placed inside a wooden box, made of planks not less than 10 mm (3/8 of an inch) thickness, the sides of which shall be dovetailed, the base and the lid being solidly screwed to the sides, any intervening space being completely filled with additional packing material so as to hold the irreceptable tightly in position to prevent any rattle. A white label bearing in heavy black characters the indication "Celluloid keep away from fire and light" shall be affixed to the address side of the Parcel.

10. Osmic acid (Osmium tetroxide) may be transmitted by the inland post subject to the following conditions: -

(a) The acid shall be securely packed in a hermetically sealed stout glass capsule which shall be embedded in the center of a tin case filled with fine sand in such a manner as to leave a layer of sand not less than 4 centimeters between any part

of the glass capsule and the inside of the tin case.

(b) The outside of the tin case shall be labeled in red letters 6 millimeters high "OSMIC ACID-DANGEROUS TO HANDLE".

(c) The tin case shall be soldered down and placed in an outer box of wood or reasonable strength with a layer of at least 25 millimeters of raw cotton wool between the inner tin case and the outer wooden box.

(d) The outside of the wooden box shall also be labeled in red letter "OSMIC ACID".

(e) The quantity of the acid enclosed in a capsule shall not exceed two grams and not more than one capsule shall be enclosed in a Parcel.

User Manual-Citizens Portal Bulk Article Recall

DEPARTMENTOFPOSTS

Ministry of Communications ,Government of India

Version 1.0

About This Manual

Purpose

This manual provides all pertinent information to the India post users to understand the process of customer registration and Bulk Recall.

Intended Audience

This manual is primarily intended for

1. India Post corporate customers

Prerequisites

Following are the prerequisites for bulk recall process

1. Customer must have a valid contract with India Post

Introduction

India Post Citizens Portal provides facility to bulk recall the articles online. Users can register on portal with their customer id and contract numbers. Users will be required to login to portal to access Bulk Recall.

Customer Registration

Prerequisites:

User must have a contract with DOP to avail this service.

Steps to register customer on CSI Portal

1. Go to India post home page click on Register>Corporate

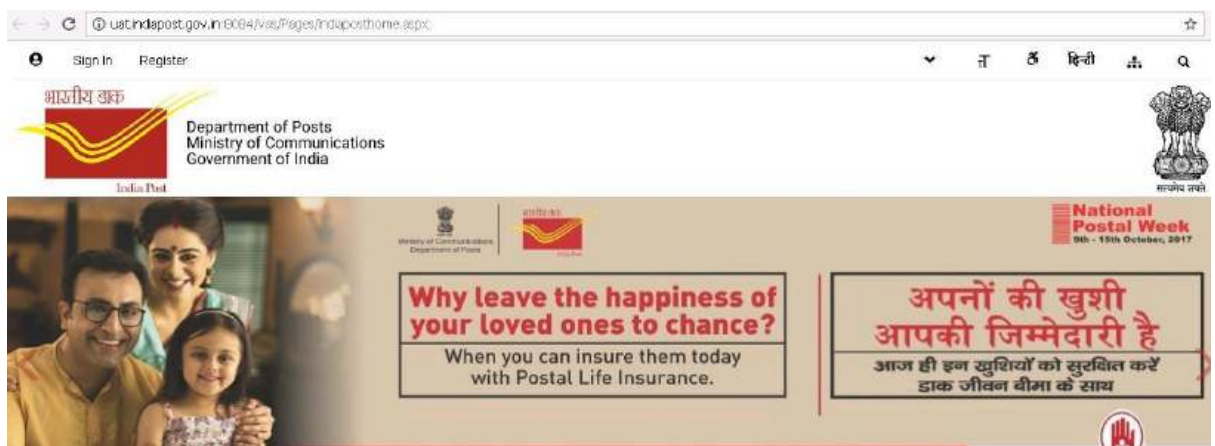


Figure1: Corporate Registration Link

2. Customer Registration screen will open.

A screenshot of the 'Customer Registration' screen on the India Post portal. The page has a left sidebar with 'Tools' including 'Track Your Consignment', 'Locate Your Post Office', 'Find Your Pincode', and 'Calculate Your Postage'. The main content area is titled 'Customer Registration' and includes a note: '* Indicates a required field'. There are two input fields: 'Customer ID' (a text box) and 'Customer Type' (a dropdown menu with '--Select--' and a 'Customer ID' label). At the bottom right, there are 'Submit' and 'Cancel' buttons.

Figure2.CustomerRegistration

3. Enter customer id and select the customer type.

The screenshot shows the India Post Customer Registration portal. The header includes the India Post logo and the text "Department of Posts, Ministry of Communications, Government of India". A navigation bar shows "You are here Home >> Link Customers with Portal". On the left, a "Tools" sidebar lists: "Track Your Consignment", "Locate Your Post Office", "Find Your Pincode", and "Calculate Your Postage". The main content area is titled "Customer Registration" and includes a note: "* Indicates a required field". The form has three fields: "Customer ID" with the value "3000000911", "Customer Type" with a dropdown menu showing "Corporate Customers" selected, and "Enter Contract Numbers" which is empty. At the bottom right, there are "Submit" and "Cancel" buttons.

Figure3.CustomerRegistration(Enter Contract Details)

4. Enter the contract number and click on add.

The screenshot shows the India Post Customer Registration portal at the second step. The header and navigation bar are the same as in Figure 2. The "Tools" sidebar is also present. The main content area is titled "Customer Registration" and includes the same note: "* Indicates a required field". The form now has four fields: "Customer ID" with the value "3000000911", "Customer Type" with a dropdown menu showing "Customer Type" selected, and "Enter Contract Numbers" which contains a table with one row: "0040000720". To the right of the table are "Add >>" and "Remove <<" buttons. At the bottom right, there are "Submit" and "Cancel" buttons.

Figure4: Customer Registration(Add Contract Number)

- Contract number can also be removed by clicking on Remove.

The screenshot shows the 'Customer Registration' form. On the left is a 'Tools' sidebar with links: 'Track Your Consignment', 'Locate Your Post Office', 'Find Your Pincode', and 'Calculate Your Postage'. The main form has a 'Quick help' link in the top right. Below the title, it says '* Indicates a required field'. The form fields are: 'Customer ID' (text input with value '3000000911'), 'Customer Type' (dropdown menu with 'Corporate Customers' selected), and 'Enter Contract Numbers' (a list of contract numbers with 'Add >>' and 'Remove <<' buttons). The 'Remove <<' button is highlighted with a red box. At the bottom are 'Submit' and 'Cancel' buttons.

Figure5: Customer Registration (Remove Contract Number)

- Click on submit button.

This screenshot is similar to the previous one, showing the 'Customer Registration' form. In this view, the 'Submit' button at the bottom is highlighted with a green box, indicating the next step in the process.

Figure2: Customer Registration (Submit Contract Details)

- Customer details will be displayed, click on Create Portal user

The screenshot displays the 'Customer Details' form. It includes fields for 'Customer ID', 'Customer Type', 'Name', 'Phone', and 'Email'. Below these is the 'Registration Address Details' section with fields for 'Address', 'Pincode', 'City', 'State', and 'Country'. At the bottom, there is a table with columns: 'Sl. No.', 'Contract Number', 'Contract Type', 'Status', 'Contract Start Date (yyyy)', and 'Contract End Date (yyyy)'. The 'Create Portal User' button at the bottom right is highlighted with a green box.

Figure7: Create Portal User

8. To create portal user enter user id and click on Check availability. If the user id is available then select the contract, enter details and click on Register. User also have the option to subscribe for eNews letter.

Contract	Contract Name	Contract Type	Status	Contract Start Date/End Date	Contract End Date/End Date
211192	211192	211192	211192	211192	211192

Figure3: Customer Registration(Enter Details)

9. Message with user id will be displayed on screen. The Activation link along with one time password will be sent to the registered email address. Click on the URL to activate the account.

Registration Complete

Your account has been successfully created with user id: **CORUSER910**
 The Activation link along with one time password has been sent to your registered email address. Click on the URL to activate your account.

Figure4: Customer Registration(Complete)

10. After click in go activation url, the account will be activated.

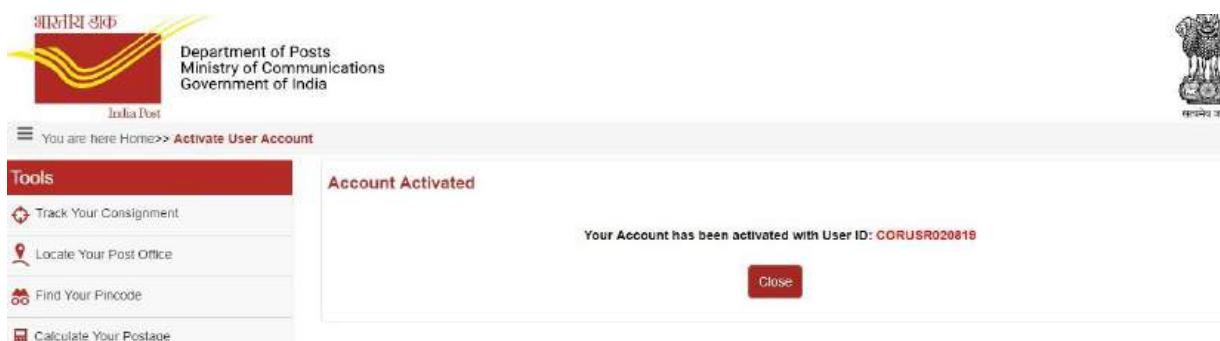


Figure5: Account Activated

11. Goto <https://www.indiapost.gov.in/MBE/Pages/RecallBulkArticle.aspx>

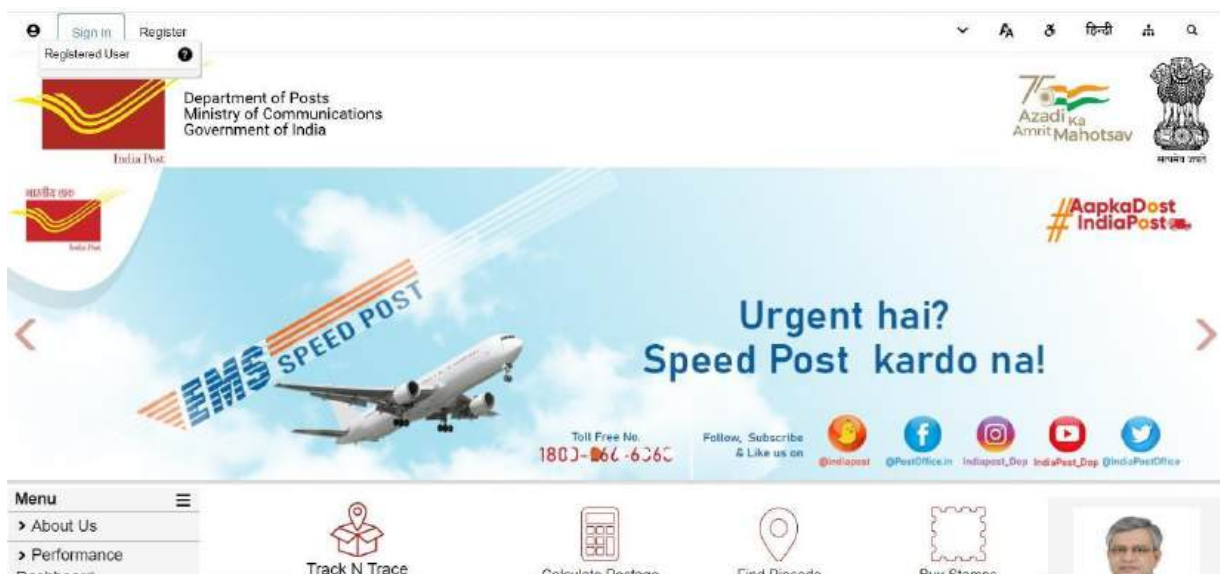


Figure6: Sign In

12. User will be redirected to Login screen, enter your user-id and one-time password and click on Sign In.



Figure7: Login Page

13. User will be redirected to Change Password screen. Enter one-time password as old password and enter new password. User can also refer password policy. Click on Change Password.



Figure8: Change Password

14. New password will be set. Use this new password to login next time. Click on continue.
15. User is successfully created and logged into CSI Portal.



Figure14:User Logged into CSI Portal

Bulk Recall

Prerequisites:

1. User must have logged into Portal with valid credentials.
2. User must have a valid excel template filled with Article Numbers booked with the logged in user Customer ID.

Steps:

1. User can download the template from page itself.



Figure15:Navigation to Bulk Recall Page

2. User upload the Excel Template (maximum ArticleNumbersallowedare100) and clicks on the Submit Button.



Figure16: Upload the Template with Article Numbers

3. Screen displays the Article Recall Status.

Article Number	Current Status
DC883838511IN	Article cannot be Recalled. Article is not in Received Status.
FG883838511IN	Article has been Recalled. Rs.6 has been deducted from Contract Balance
GP883838511IN	Article has been Recalled. Rs.6 has been deducted from Contract Balance
PG883838511IN	Article has been Recalled. Rs.6 has been deducted from Contract Balance

Figure17: Corporate Recall Request.

4. User can also Export the displayed result to PDF and Excel.

User Manual—Handling of Recalled Articles in CSI IPVS & DPMS

DEPARTMENT OF POSTS

Ministry of Communications, Government of India

Version 1.0

Handling of Recalled Articles in IPVS

DOPhasintroducedArticlerecallfunctionalityfromPortal.Articlesmightberecalledinthemidofthe journey as well. In such case if the article reached the sorting hub, while receiving a message will be displayed on the screen as this article is recalled in IPVS Bag Open and Bag Close transactions.

Process:

EnterthetransactionZMOIPVSandgotoIPVSmainscreen.AfterBagreceivetransactionwas performed, click on Bag Open transaction, and scan the Bag ID.

India Post Visibility System - Main Screen				User name: Satya				
Transactions <ul style="list-style-type: none">Bags ReceiveBag OpenBag CloseBag ReopenBags DispatchBags Dispatch CancelInsured Bag VerificationInsured Article VerificationDeposit Bag CloseBulk Addressee Bag DispatchBulk Addressee Bag Delivery ConfirmationBulk Addressee Article Return	Reports <ul style="list-style-type: none">Bags ReceivedArticles ReceivedVirtual SortBags DispatchedArticles DispatchedExpected WorkloadBag DiscrepancyArticle DiscrepancyOffice AbstractConsolidate AbstractInsured ArticleLate BagsTransmission AnalysisSet DiscrepancyBags Missing Scans	Forms <ul style="list-style-type: none">Print Bags Receive ReportPrint Bag ManifestPrint Bags Dispatch ReportPrint Mail List	Bag Miscellaneous <ul style="list-style-type: none">Capture Bag DamageReport Bag LostSet Bag PriorityBag Barcode ChangeCapture Carrier DispatchBag DeletionDB Set ChangeChange Bag StatusUnlock Bag IDBag Discrepancy	Article Miscellaneous <ul style="list-style-type: none">Set Article PriorityCapture Article DamageArticle Barcode ChangeReport Article LostArticle Destination Pincode ChangeReport Article FoundArticle Type ModificationAltering an Opened BagElectronic Proof Of DeliveryRecall Article Label GenerationArticle Discrepancy	Sort Programs <ul style="list-style-type: none">National Sort Programs	Due Mail Sort list <ul style="list-style-type: none">Dispatch SchedulesReceive SchedulesSort List	Master Data <ul style="list-style-type: none">IPVS Configuration	Tracking Information <ul style="list-style-type: none">Bag TrackingBag Tracking (3 Months)Article Tracking OERArticle Tracking

NormalBagOpen:

Bag Open

Bag Details

* Office ID

MO2115000553

CCRC Bengaluru

Set NSHA

* Bag ID

Source

Created By

Article Number

Enter

Expected Articles

View: [Standard View]

Export

Bag ID / Article Number	Booking Office	Article type	Article Weight	To Pincode	Insured Flag	Priority

Scanned Articles

View: [Standard View]

Export

Check

Append Row

Ins

Bag ID / Article Number	Facility ID Description	Article type	Arti

Scanned Articles Count 0
Total Articles 2
Total Articles Weight Kgs

Bag Open

Bag Details

* Office ID

MO2115000553

CCRC Bengaluru

Set NSHA

* Bag ID

RBK7569797437

Source

Mysuru CRC L1R

Created By

Satyanarayana Madarapu

Article Number

Enter

Expected Articles

View: [Standard View]

Export

Bag ID / Article Number	Booking Office	Article type	Article Weight	To Pincode	Insured Flag	Priority
RK475345363IN	Mysuru South S.O	Registered Letter	0.050	570017		
RK475345377IN	Mysuru South S.O	Registered Letter	0.050	570017		

Scanned Articles

View: [Standard View]

Export

Check

Append Row

Ins

Bag ID / Article Number	Facility ID Description	Article type	Arti

Scanned Articles Count 0
Total Articles 2
Total Articles Weight Kgs

Bag Open Operations

Then start scanning the Articles. If any article is recalled, it will display the messages on the screen as mentioned below.

Bag Open

Bag Details

Office ID

MO2115000553

CCRC Bengaluru

Set NSHA

Bag ID

RBK7580707437

Bags ready to Open

Source

Mysuru CRC L1R

Created By

Satyansanjana Madarapu

Article Number

RK475345377IN Article is Recalled

Expected Articles

View: [Standard View]

Export

Bag ID / Article Number	Booking Office	Article type	Article Weight	To Pincode	Insured Flag	Priority
RK475345363IN	Mysuru South S.O	Registered Letter	0.050	570017	<input type="checkbox"/>	<input type="checkbox"/>

Scanned Articles

View: [Standard View]

Export

Check

Append Row

Insert Row

Delete Row

Bag ID / Article Number	Facility ID Description	Article type	Article/Bag Weight	To Pincode	Insured Flag	Priority
RK475345377IN	Mysuru South S.O	Registered...	0.050	570017	<input type="checkbox"/>	<input type="checkbox"/>

Bag Open

Bag Details

Office ID

MO2115000553

CCRC Bengaluru

Set NSHA

Bag ID

RBK7580707437

Bags ready to Open

Source

Mysuru CRC L1R

Created By

Satyansanjana Madarapu

Article Number

RK475345363IN Article is Recalled

Expected Articles

View: [Standard View]

Export

Bag ID / Article Number	Booking Office	Article type	Article Weight	To Pincode	Insured Flag	Priority

Scanned Articles

View: [Standard View]

Export

Check

Append Row

Insert Row

Delete Row

Bag ID / Article Number	Facility ID Description	Article type	Article/Bag Weight	To Pincode	Insured Flag	Priority	Bag Det
RK475345363IN	Mysuru South S.O	Registered...	0.050	570017	<input type="checkbox"/>	<input type="checkbox"/>	
RK475345377IN	Mysuru South S.O	Registered...	0.050	570017	<input type="checkbox"/>	<input type="checkbox"/>	

[Legacy Bag Open:](#)

Bag Open

Bag Details

* Office ID

MO21350000564

Mysuru CRC L1R

Set

NSHA

* Bag ID

[Bags ready to Open](#)

Source

Created By

Article Number

Enter

Expected Articles

View: [Standard View] | Export

Bag ID / Article Number	Booking Office	Article type	Article Weight	To Pincode	Insured Flag	Priority

Scanned Articles

View: [Standard View] | Export | Check | Append Row | Insert I

Bag ID / Article Number	Facility ID Description	Article type	Article/Bi

Legacy Bag Open

Bag Details

* Office ID

MO21350000564

Mysuru CRC L1R

* Bag ID

RBT2402202330

Bag received from

Chennai GPO BPC

PC29107000650

* Article Type

REGISTERED POST

Article Number

Enter

Article Details

View: [Standard View] | Export

Bag ID / Article Number	Article type	Article/Bag Weight	To Pincode	Insured Flag

Scanned Articles Count 0

Delete

Save as Draft

Clear Save as Draft

Submit

Then start scanning the Articles. If any article is recalled, it will display the messages on the screen as mentioned below.

[illegible]

Legacy Bag Open

Bag Details

* Office ID Mysuru CRC L1R
* Bag ID
Bag received from PC29107000650
* Article Type
Article Number
Article is Recalled

Article Details

View: |

Bag ID / Article Number	Article type	Article/Bag Weight	To Pincode	Insured Flag	Priority	Bag Des
<input type="checkbox"/> RK475345363IN	REGISTERED POST	0.000		<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> RK475345377IN	REGISTERED POST	0.000		<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						

Scanned Articles Count 2

Bag Close Transaction:

Go to Bag Close transaction in ZMO IPVS main screen and select the destination office. It will display the Articles which are supposed to be closed in a Bag in the screen as below.

India Post Visibility System - Main Screen				User name: Satya	
Transactions Bags Receive Bag Open Bag Close Bag Reopen Bags Dispatch Bags Dispatch Cancel Insured Bag Verification Insured Article Verification Deposit Bag Close Bulk Addressee Bag Dispatch Bulk Addressee Bag Delivery Confirmation Bulk Addressee Article Return	Reports Bags Received Articles Received Virtual Sort Bags Dispatched Articles Dispatched Expected Workload Bag Discrepancy Article Discrepancy Office Abstract Consolidate Abstract Insured Article Late Bags Transmission Analysis Set Discrepancy Bags Missing Scans	Forms Print Bags Receive Report Print Bag Manifest Print Bags Dispatch Report Print Mail List	Bag Miscellaneous Capture Bag Damage Report Bag Lost Set Bag Priority Bag Barcode Change Capture Carrier Dispatch Bag Deletion DB Set Change Change Bag Status Unlock Bag ID Bag Discrepancy	Article Miscellaneous Set Article Priority Capture Article Damage Article Barcode Change Report Article Lost Article Destination Pincode Change Report Article Found Article Type Modification Altering an Opened Bag Electronic Proof Of Delivery Recall Article Label Generation Article Discrepancy	
Sort Programs National Sort Programs	Due Mail Sort list Dispatch Schedules Receive Schedules Sort List	Master Data IPVS Configuration	Tracking Information Bag Tracking Bag Tracking (3 Months) Article Tracking OER Article Tracking		

Bag Close

Bag Details

Destination
CCRC Bengaluru
Origin
Mysuru CRC L1R
Bag Type
Registered
Set
NSHA

Destination Pincode
560023

Article Number

Expected Article Details

View: [Standard View]
Export

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight

Scanned Article Details

View: [Standard View]
Export

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight

Article Count 0
Bag Count 0
Total Articles Weight Kgs

Bag Close Operations

If any recalled articles are available while scanning the articles it will display a message on the screen as below.

Bag Close

Bag Details

Destination
CCRC Bengaluru
Origin
Mysuru CRC L1R
Bag Type
Registered
Set
NSHA

Destination Pincode
560023

Article Number

Expected Article Details

View: [Standard View]
Export

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight

Scanned Article Details

View: [Standard View]
Export

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight
RK475345377IN	Registered Letter	<input type="checkbox"/>	<input type="checkbox"/>	570017	0.050

Article Count 1
Bag Count 0
Total Articles Weight 0.050 Kgs

Bag Close Operations

329

Bag Close

Bag Details

Destination Origin Bag Type Set

Destination Pincode

Article Number

RK475345363IN article is Recalled

Expected Article Details

View:

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight

Scanned Article Details

View:

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight
RK475345377IN	Registered Letter	<input type="checkbox"/>	<input type="checkbox"/>	570017	0.050
RK475345363IN	Registered Letter	<input type="checkbox"/>	<input type="checkbox"/>	570017	0.050

Article Count 2 Bag Count 0 Total Articles Weight 0.100 Kgs

Bag Close Operations

Bag Close

Bag Details

Destination Origin Bag Type

Destination Pincode

Article Number

RK475345363IN article is Recalled

Expected Article Details

View:

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight

Scanned Article Details

View:

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight

Bag Close

Bag RBK7569797437 Closed sucessfully

Handling of Recalled Articles in DPMS

If any article is received in DPMS and then it is recalled from portal then while issuing the articles via Issue to Postman Screen, Window delivery Screen, Issue to BO screen and Issue to BORICT screen error will be shown which will stop the further delivery of article as shown below:

This Article has been recalled/ Stop Delivery

ISSUE TO POSTMAN

Facility ID: PO21308110000 Ittীগуд S.O. Shift No: GEN2 Batch ID: BATCH1 00:00:00-00:00:00 Beat ID: B3 Ittীগуд S.O-B3 [Get Scanned data](#)

Pincode: 570010 Invoiced Date: 07.04.2022 Time: 15:41:41 Employee ID: 10000325 BEAT 3

Article Number: RK578674649IN [Enter](#)

This Article has been recalled/ Stop Delivery

WINDOW/OPEN DELIVERY FOR ACCOUNTABLE ARTICLE

Input Data

Facility ID: PO21308110000 Ittীগуд S.O. Date: 07.04.2022 Article Number: RK578674649IN

Pincode: 570010 Employee ID: TCS978782 Himanshu S [Enter](#)

This Article has been recalled/ Stop Delivery

ISSUE ARTICLES TO BO

PO ID: PO21308110000 Ittীগуд S.O. BO ID: BO21308110001 Chamundi Betta B.O. BO Issue Date: 07.04.2022 [Fetch data](#)

Pincode: 570010 BO Employee ID: 10000851 K Time: 15:48:56

Article Number: RK578674649IN [Enter](#)

This Article has been recalled/ Stop Delivery

ISSUE ARTICLES TO BO FOR RICT

PO ID: PO21308110000 Ittীগуд S.O. BO ID: BO21308110001 Chamundi Betta B.O. BO Issue Date: 07.04.2022 [Fetch data](#)

Pincode: 570010 BO Employee ID: 10000851 K Time: 15:49:50

Article Number: RK578674649IN [Enter](#) BO Bag ID: Schedule ID:

[illegible]

Thenthe same article can be bagged in via POS back office which is already functionality present in system.

STANDARD OPERATION PROCEDURE – LOGISTICS POST

1. INTRODUCTION:

- 1.2 Logistics Post offer a range of integrated distribution solutions including door to door delivery, warehousing, pick and pack facility, distribution and returns management. It will provide end to end supply chain management to the customers by offering value added services.
- 1.3 While Speed Post Parcel and India Post Parcel handle products up to 35 Kgs. Logistics Post books Parcels without any specific weight limit. The first slab under Logistics Post, for the purpose of calculation of tariff is 50 Kgs.

2. FEATURES

- 2.1 Highlights
 - 2.1.1 Logistics Post will be available only to and from stations specified from time to time.
 - 2.1.2 Primary criteria for specifying the stations would be commercial viability and would be specified by Heads of Circles in consultation with Circle IFA.
 - 2.1.3 Inter Circle stations could be identified by the Head of Circle in consultation with the concerned Heads of Circles, (who may decide in consultation with their circle IFA, though Parcel Directorate would be kept informed. Introduction of Logistics Post between stations involving more than home Circle and neighboring Circles would be done in consultation with Parcel Directorate.
 - 2.1.4 Heads of Circles would identify Logistics Post centers at each of these stations. Logistics Post centre will undertake all operational aspects involved in booking, insurance, transport and delivery of goods.

2.2 Content permitted:

- 2.2.1 Anything that is amenable to proper packaging and transport, excepting those articles which have been prohibited under any Regulations under Indian Post Office Regulations 2024.
- 2.2.2 Hazardous or extra hazardous goods or articles which cannot be carried by the means of transportation available with the Logistics Post Centre, also not be accepted under Logistics Post.
- 2.2.3 The contents should be securely packed and should not be leaking.

2.3 Services offered:

In addition to basic service comprising booking, transportation, unloading and delivery of goods at India Post premises (Logistics Post Centre), following optional Value added Services should also be available on payment of extra charges for each service.

- 2.3.1 Pick up
- 2.3.2 Loading
- 2.3.3 Door delivery, including unloading
- 2.3.4 Storage of goods before dispatch and or delivery.

3. TARIFF FOR LOGISTICS POST

- 3.1 The tariff for Logistics Post will be based on weight as well as volume of goods and may vary from consignment to consignment. Higher of the actual weight or notional weight worked out on volume basis, would be taken as the weight of the article/consignment.
- 3.2 Circle concerned will work out a tentative price based on the requisition of the customers. Considering the hidden/unexpected cost that may creep in, Circle may decide the costing keeping at least 20% margin over the tentative Operational cost. However, Head of Circle, would have discretion to vary the margin freely where consignment weigh more than 100 Kgs, as long as minimum margin of 10% is ensured.LPC would observe these margin limits strictly.
- 3.3 All taxes/octroi/toll tax etc. would have to be paid by the consignor.

- 3.4 When booked under Logistics Post, each consignment would be charged for a minimum weight of 50 Kgs. There will be no maximum weight limit, but Logistics Post Centers can refuse articles, which cannot be carried by the means of transport available to them.
- 3.5 A 'consignment', for the limited purposes of working out the tariff, may consist of more than one article/piece but it has to be addressed to one consignee to be treated as one consignment. Pieces addressed to different consignees from even one consignor cannot be clubbed, for this purpose, to be taken as one consignment.
- 3.6 Weight-volume relationship: An article/consignment of the size/volume of 10 Cubic feet would be treated as equivalent to 50 Kgs. Every additional cubic foot or part thereof would be treated as equivalent to 5 Kgs. However, for the purpose of charging, higher of the actual weight or notional weight worked out on volume basis, would be taken as the weight of the article/consignment.
- 3.7 The volume of different shapes like spherical, cylindrical, conical, rectangular, square etc. would be calculated on standard mathematical formulae, which would be supplied by Circles to Logistics Post Centres.

4. INSURANCE

- 4.1 Head of Circle may enter into an arrangement with third party insurance company to offer insurance for Logistics Post.
- 4.2 Limit of liability: The limit of liability per transit would be Rs. 1 crore.
- 4.3 The consignors would be free to insure their goods with either third party insurer engaged by the Department of Posts or any insurer. Department of Posts would not be liable to compensate either the consignor/consignee, or any insurer. Consignor has to claim directly from the insurance provider. This should be made clear in the booking cum delivery challan.

5. NETWORK COVERAGE AND MANAGEMENT

- 5.1 The Logistics Post Centres will undertake all operational aspects involved in booking, processing, transportation and delivery of goods.
- 5.2 The Circle/Region will oversee operations, and look after marketing and accounts functions relating to Logistics Post.
- 5.3 Circle/Regions will undertake publicity and marketing in the States.

- 5.4 Existing manpower resources, where available without adversely affecting existing services, would be utilized for Logistics Post. Where these resources are not available, or can't be available without affecting normal work, or are inadequate, the manpower services would be outsourced.
- 5.5 If required, Loading/unloading would be undertaken on piece rate basis by hiring casual workers, only on a particular loading/unloading basis.
- 5.6 If any equipment is required for loading/unloading to meet the special needs of the articles/consignment, and is not available with the Logistics Post Centre, it can be hired. The cost of hiring would be added to determine the price/tariff offered.
- 5.7 Weighing machines may be provided to all Logistics Post Centers. In case of full vehicle loads, weight can be taken at weighment bridges on payment basis.
- 5.8 Based on the experience and after providing for untoward events, broad norms for delivery between different stations may be developed by Circle. These would be necessary to give the customer a broad idea of time that he can expect to be taken for delivery of his consignment.

6. BOOKING & COLLECTION

The booking procedure will be as follows: -

- 6.1 The customer will be requested to fill up 'Form A', which gives the details of the services required. The Logistics Post centres will work out a tentative price based on the requisition of the customer, and expected time that the consignment may take for delivery. A copy of Form A would be returned to the customer indicating the price and time expected to be taken. A copy of Form 'A' will be retained by Logistics Post Centre.
- 6.2 If the customer has desired for the goods to be picked up, Logistics Post Centre will organize through the MMS to get it picked up, and brought to Logistics Post Centre. However, the consignment would be booked at the Logistics Post Centre, after due checking/verification.
- 6.3 The customer would be requested to fill up 5 copies of Form 'B' for booking the consignment. The Logistics Post Centre would check the weight of the articles/consignment, and examine their condition to see that

articles/consignment is in accordance with the conditions stipulated for Logistics Post.

- 6.4 Payment for all the services and applicable taxes/octroi etc. would be accepted in advance only. Payment would be accepted in cash or by Demand Draft. Payments by cheques may also be accepted, but booking in such cases would be done only on realization of Demand Drafts/ cheques.
- 6.5 Logistics Post Centre will prepare a delivery challan in five copies, in Form B. The copies would be distributed as under:
 - 6.5.1 Office copy
 - 6.5.2 Consignor's copy
 - 6.5.3 Driver's copy
 - 6.5.4 Insurer's copy
 - 6.5.5 Destination Logistics Post Centre's copy
- 6.6 Each consignment would bear a distinctive number, which will be reflected in the delivery challan (Form B), and should be mentioned, on each article of the consignment. A sub number would also be given to each article of the consignment, and the destination of that article consignment should also be a part of that number. (for example. if there are 10 pieces in a consignment for Chennai, and the consignment number is LP123456789. the pieces could be numbered LP123456789-1/10-Chennai, LP123456789-2/10-Chennai and so on).
- 6.7 Form B will be serially numbered², and any break in the serials should be duly accounted for, as in the case of other receipt books like ACG 67 etc. of India Post. Books containing Booking cum delivery challans (Form B) should also be numbered, and issued to Logistics Post Centres in the same manner as other receipt books like ACG 67 etc.
- 6.8 Logistics Post Centre will give the consignor's copy, which includes the receipt for payment received, to the consignor. It shall be the responsibility of the consignor to inform the consignee of the expected time and date of arrival of the consignment at the concerned Logistics Post Centre.
- 6.9 The Logistics Post Centre will enter the details of the consignment, its valuation and premium received, in the register.

7. STORAGE

- 7.1 Space for storage of articles/consignments booked and received for delivery may be required. Space for this would be identified in the existing buildings with India Post. If space is not found in department's existing premises, the space may be hired. However, no space would be rented till the traffic builds up and there is an actual demand for additional space.
- 7.2 The storage space would be identified after taking due care that it is easy and safe to load/unload articles there. Also, watch and ward facility should be provided along with firefighting and communication facilities.
- 7.3 Storage beyond the time that is considered necessary by India Post to provide the service, would be charged. The charge would be worked out in consultation with Circle IFA or an officer nominated by him based on prevailing rent in the area. (Circles/Regions/Divisions should work it out in advance, so that Logistics Post Centres can communicate it to customers who seek storage as a value added service.)

8. DESPATCH

- 8.1 Logistics Post Centre will get the goods loaded on vehicle for destination stations, and give driver's copy of the challan, and challans meant for destination Logistics Post Centers to the driver.
- 8.2 Logistics Post Centre would inform the destination Logistics Post Centres of the number of articles for them, their weight, consignors' names and consignees' contact details, registration number of vehicle, time of departure of vehicle, and availability of space in the vehicle.

9. TRANSPORT

- 9.1 The vehicle drivers, Logistics Post Centres and officers connected with Logistics Post would carry mobile phones. The mobile phones could be in a Closed User Group (CUG) format, as far as possible.
- 9.2 In case of any delay, breakdown etc. the driver would inform the nearest Logistics Post Centre, which will organize another vehicle.
- 9.3 A panel of 4 or 5 truckers, with a good standing, would be prepared by the Circle/Region/Division for each Logistics Post Centre following the prescribed procedure, and their services could be used for MMS at published

rates. While preparing the panel, it should be ensured that the truckers should be able to provide good vehicles, mobile phones to their drivers and can also provide a vehicle at a short notice in case of a breakdown. They should also ensure that their vehicles have. Firefighting equipment, tools and spares to take care of basic malfunctions and their drivers/helpers can attend to these quickly. It should also be ensured that the truckers possess All India route permit, or at least permit required for the relevant route.

- 9.4 The vehicles should be painted in the prescribed colors and manner, and with the India Post logo. In case the hired or departmental vehicles can't do so right away, they should carry a plaque in front that they were carrying Logistics Post articles for Department of Posts.
- 9.5 The vehicle driver would hand over the destination Logistics Post Centres' copy of Form 'B' to the destination Logistics Post Centre, and would take acquaintance of receipt of articles/consignments on his copy of the delivery challan. He will return this copy to the booking Logistics Post Centre, to be kept with the office copy of the Challan.
- 9.6 Each MMS driver would maintain a log sheets, indicating the time of arrival and departure at each Logistics Post Centre, and entry at each Logistics Post Centres would be signed by the person in-charge of that Logistics Post Centre. Log sheet may also have some space for giving details of any untoward incidents, expenditure etc. These log sheets would be deposited with the originating Logistics Post Centres. The log sheets will be scrutinized by the in charge of Logistics Post Centre for taking necessary action wherever necessary and for keeping the sheets on record.

10. DELIVERY

- 10.1 The consignments would be deliverable at the Logistics Post Centres. Depending on the consignor's directions, the consignment may be delivered in one lot to one consignee, or to multiple persons as per directions of the consignor (in pre-packed and addressed cartons for the time being).
- 10.2 The destination Logistics Post Centre will immediately on receipt of consignment, intimates the consignees to collect their consignment, and will also indicate date and time of sending the intimation, location of Logistics Post Centre, working hours' in which the delivery could be taken,

as also the warning that if delivery is not taken within 48 hours of the time indicated, demurrage would have to be paid before delivery.

- 10.3 Delivery would be made on either production of the consignor's copy of the delivery challan, or on production of a reasonable proof of identity and address by the consignee. Delivery could also be made to a person duly authorized by the consignee in writing, after careful verification of the authorization. Acquittance for having received the delivery should be taken on a prescribed format, and kept on record by the Logistics Post Centre.
- 10.4 In case of door delivery, only one effort would be made to effect the delivery in the working hours at the consignee's address intimated by the consignor. If the effort fails, delivery will be effected from the Logistics Post Centre itself, for which the consignee would be intimated. Door delivery could still be considered, if the consignee deposits the cost of additional trip for delivery in advance.
- 10.5 If the consignment is subject to realization of payment on delivery, delivery would be effected only after collection of payment.
- 10.6 If the consignee does not take the delivery within 48 hours, demurrage charges, equivalent to double the charges for storage, worked out on hourly basis, would be collected from the consignee before the delivery is effected.
- 10.7 All payments, whether for door delivery or for demurrage or for any other reason would preferably be accepted in cash. In the case of Demand Drafts and Cheques, however, delivery would be effected only on realisation of the cheques/demand drafts.
- 10.8 After a week, if the consignee does not take delivery of the articles, the Logistics Post Centre would ask the consignor whether he is ready to deposit the amount of demurrage, transportation charges, etc., for the return of goods to him. If he agrees to do so, he should be asked to deposit the amount on this account first. The consignment will be moved from the destination Logistics Post Centre for return only after the consignor has deposited the above amount and its deposit has been confirmed. The destination Logistics Post Centre would return the goods to the consigning Logistics Post Centre, with details of efforts made for delivery and demurrage charges etc. recovered. A draft format for this is at FORM 'F'. Circles/Regions may modify it suitably and adopt it. The consigning Logistics Post Centre will return the goods to the consignor

after ensuring recovery of any additional charges that may have accrued and any other cost that may have been incurred. Similar action will be taken in the case of articles/consignment that had been refused at the time of delivery.

- 10.9 In case the consignor does not pay or refuses to pay the charges on consignment returned/ to be returned within the stipulated time, or fails to take its delivery within a week on return of goods, the Logistics Post Centre concerned will auction the articles/ consignment in accordance of procedure prescribed by Director General (Posts) in this regard. It will retain the demurrage and any expenses made for auctioning, return transport etc. and return the balance, if any, to the consignor. In case the proceeds of the auction fall short of the charges recoverable, the balance could be recovered as arrears of land revenue. No claim, whatsoever, would be entertained for return of such recoveries.

11. TRACK AND TRACE

- 11.2 The originating Logistics Post Centre would maintain a track & trace register, and note all the information received, as it comes. This is necessary to ensure that information is available even when the person receiving the information is not available/ has gone off duty. In case of an inquiry from a customer, Logistics Post Centre should inform the customer of the status. In appropriate cases, exact position can be found out on the closed user group mobile telephone given to all concerned.
- 11.3 Inquiries made by the consignee at the Logistics Post Centre at Consignee's end should also be attended to promptly based on the information available. In urgent cases, exact position could be found on CUG mobile phone and the consignee informed.
- 11.4 The destination Logistics Post Centres should book and keep the loads ready for return journey, to ensure that vehicle does not return without load. Same procedure as for outward journey would be observed during return journey for booking, dispatch, transport and delivery etc.

12. ACCOUNTING

- 12.1 Remittance of cash will be handled as per existing procedure in SAP wherein Logistics Post Centre will act as extended counter for the particular Account Office. All receipt received in form of cash/cheques/drafts will be

entered in F & A modules as per prescribed CSI procedure and taken in account.

12.2 All receipts and payments to be accounted as per the accounting procedure defined from time to time.

12.3 Applicable GST will be charged under suitable revenue head.

Monthly Reconciliation

12.4 A record register to be maintained for receipt and payment. There will be a monthly reconciliation of cheques/DDs encashed with the register and connected vouchers/receipt. Any discrepancy should be settled immediately. The Manager Accounts of the Circle/Region concerned will issue certificate to this effect at the end of every month.

Monthly Revenue & Expenditure account of each deal (contract)

12.5 All receipts and all payments relating to each deal will be compiled every month, and every quarter. The Manager Accounts will certify this.

13. COMPLAINT & QUALITY MONITORING

13.1 The Logistics Post Centres will attend to all complaints relating to delay, non-delivery etc., on the same day without fail, and the results intimated to the customer preferably the same day or the next day.

13.2 Circle/Region would monitor progress on a weekly basis.

13.3 To ensure a hands-on control over the operations, a control room kind of operation should be put in place. Every day, each Logistics Post Centre should inform at fixed intervals the Divisional Head and Circle/Region on telephone/email and Fax of the operations going smoothly, and of any out of the way incidents, delays, accidents etc. and corrective actions taken at different levels. In case of any persistent problem, extra ordinary delay, accident etc, the PMG/DPS concerned should also be informed on telephone. At each level, the concerned officer must take immediate corrective action. The idea of providing mobile phones to all concerned is that information must flow in real time to all the concerned levels, irrespective of the time of the day. At all levels, viz Logistics Post Centre, Division Office, BD Cell in Region/Circle, a register should be maintained keeping record of such events and action taken.

-
- 1 *The expression MMS, wherever it occurs in these guidelines, includes both departmental MMS as well as vehicles hired for the purpose of pick up, transmission, delivery or any other purpose.*
 - 2 *Subsequently, it is proposed to introduce bar coded receipt books, which would not only be serially numbered, but would also help in expeditiously handling logistics post, and its track & trace.*
 - 3 *The departmental MMS vehicles should be equipped with basic tools, stepney and spare parts; and the drivers selected should be able to take care of basic functions like change of tyres, hose pipe etc. Breakdown means a fault that needs assistance of a mechanic and may take time to attend to. These should also be equipped with firefighting equipment.*
 - 4 *Rates are published in newspapers like The Economic Times. Where these are not available, published rates of transport Unions can be taken into account.*
 - 5 *A draft proforma for the log sheet is enclosed at **FORM 'D'**. It can be suitably modified to meet the requirements.*
 - 6 *A draft format of the intimation is enclosed as **'FORM 'E'**. It could be suitably adapted and used by the Circles/ Regions.*
 - 7 *It must be ensured by Circles/Regions that Logistics Post Centers are open at the time the MMS reaches there. Logistics Post Centers could function round the clock, if necessary and justified. Also, they must ensure proper loading/unloading within given time frames so that MMS is not delayed for further trips.*
 - 8 *A draft format of the acquaintance for delivery is enclosed as **FORM 'E' & "F"**. It could be suitably adapted and used by the Circles/Regions*
 - 9 *Further provided draft format for various activities, Circles/Regions may modify it suitably and adopt it.*

LOGISTICS POST



FORM 'A'

Requisition for using Logistics Post

To
The Manager
Logistics Post Centre

From _____ Pin code _____

Tele No. _____ Fax No. _____ e-mail _____

Name and Address of Consignee(s)	No. of Pieces	Weight per piece (In Kgs)	Total Weight (In Kgs)	Size/volume of pieces (In cubic feet)	Pick up	Value Added Services to be taken	Nature/Details of contents
						Storage at (days) -Booking -Delivery	

Value of Goods for insurance purposes: Rs. _____

Date of proposed booking : _____

We have noted the terms & conditions overleaf, and we undertake to (a) ensure that the contents of our consignment are as declared and as permitted by law to be transmitted, and are not hazardous goods. (b) ensure that all the applicable taxes etc. have been duly paid, and (c) make payment in advance for all the services, and applicable taxes/octroi. Kindly let us have the estimated charges time taken for delivery after booking. We understand that these may vary later.

(Signature of consignor)

Date

For use at the booking LPC

Basic LP charges	Insurance charges	Pick up charges	Storage	Door delivery	Others	Octroi + taxes	TOTAL

Estimated time to be taken for delivery after booking
..... days

Manager, Logistics Post Centre

Date

LOGISTICS POST



FORM 'B'

Booking Cum Delivery Challan

Name and address of the consignor _____

PIN _____

Telephone _____ Fax _____ Email _____

Date
Challan No. _____

	Name and complete address of Consignee(s)	No. of Pieces	Weight of consignment (In Kgs)	volume of consignment (In cft)	Notional Weight of consignment (10 cft = 50 Kg, Addl 1 cft = 5 kgs)	Value Added Services to be taken					Nature/Details of contents	
						Pick up	Loading	Storage at (days)		Door Delivery		Insurance
								Booking	Delivery			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)

Declared Value of Goods for insurance purpose _____

I/we agree to the terms & conditions overleaf, and certify that (a) the contents of my/our consignments are as declared and as permitted by law to be transmitted, and are not hazardous goods. (b) all the applicable taxes etc. have been duly paid.

Date (Signature of consignor)

For use at the booking LPC

Payment amounting to Rs. _____ received from the Consignor vide cash/DD/Cheque no. _____ dated _____

Signatures
Manager Logistics Post Centre

(Office seal of LPC)

Date:

Note: Use the form given at the end of Annexure 'A' of operational guidelines to calculate the charges.

Terms & Conditions

(These terms & conditions are based on the provisions of Indian Post Office Act 1869, Indian Post Office Rules, 1933, and Customs notification issued in respect of Logistics Post. In case of any conflict between these terms & conditions and the said Act, Rules or the notification, the provisions of the said Act, Rules or the notification will prevail.)

1. The basic service offered would be between Logistics Post Centres (LPCs) at given stations. Booking and delivery would be provided from LPCs. In addition to basic service comprising booking, transportation, unloading and delivery of goods at LPCs, the following optional Value Added Services shall also be available on payment of extra charges for each service.
 - (a) Pick-up, (b) loading at customer indicated premises, (c) door-delivery, including unloading (d) Storage of goods before despatch and/or delivery.
2. Insurance cover would be compulsory. The consignors would be free to insure their goods with any insurer. In case of insurance with some other insurer, Department of Posts would not be liable to compensate either the consignee/consignee, or any insurer.
3. The tariff for Logistics Post will be based on weight and/or volume of goods and may vary from consignment to consignment. Higher of the actual weight or notional weight worked out on volume basis, would be taken as the weight of the article/consignment.
4. Though there is no minimum weight limit for any consignment, each consignment would be charged for a minimum weight of 50 Kgs. There will be no maximum weight limit, but LPCs can refuse articles/consignments, which can not be carried by the means of transport available with them.
5. Weight-volume relationship: An article/consignment of the size/volume of 10 Cubic feet (with no single dimension being bigger than 3 feet) would be treated as equivalent to 50 Kgs. Every additional cubic foot or part thereof would be treated as equivalent to 5 Kgs. However, for the purpose of charging, higher of the actual weight or notional weight worked out on volume basis, would be taken as the weight of the article/consignment.
6. A 'consignment', for purposes only of working out the tariff, may consist of more than one article/piece but it has to be addressed to one consignee, to be treated as one consignment. Pieces addressed to different consignees from one consignor can not be clubbed to be taken as one consignment for this purpose.
7. All taxes/octroi/toll tax etc. would have to be paid by the consignor.
8. Anything may be sent through Logistics Post which is properly and securely packed to meet the rigours of transport, excepting those articles which are prohibited under Section 19 or any other Section of the Indian Post Office Act 1898, Indian Post Office Rules 1933, at the time of booking. Further, no hazardous goods can be sent as Logistics Post.
9. As of now, contents/consignments will be accepted only in pre packed condition, addressed to individual consignees.
10. Charges/payment for all the services and applicable taxes/octroi/toll tax would be accepted in advance only. Payment would be accepted in cash or by Demand Draft drawn in favour of Payments by local cheques could also be accepted drawn in favour of but booking in such cases would be done only on realization of cheques.
11. LPC will give the consignor's copy, which includes the receipt for payment received, to the consignor. It shall be the responsibility of the consignor to inform the consignee of the expected time and date of arrival of the consignment at the destination LPC or consignee's premises, as applicable.
12. The consignments would be deliverable at the LPCs. However, depending on the consignor's directions, the consignment may be delivered in one lot to one consignee, or to multiple consignees, as per directions of the consignor in pre packed and addressed cartons/packages.
13. Delivery would be given on either production of the consignor's copy of the delivery challan, or on production of a reasonable proof of identity and address by the consignee to the satisfaction of the LPC. Delivery could also be made to a person duly authorized by the consignee in Form F, in writing.
14. In case of door delivery, only one effort would be made to effect the delivery in the working hours at the consignee's address intimated by the consignor. If the effort fails, delivery will be effected from the LPC itself, for which the consignee would be intimated. Door delivery could still be considered, if the consignee deposits the cost of additional trip for delivery in advance.
15. If the consignee does not take the delivery within 2 working days of date of intimation (excluding Sundays and holidays), demurrage charges, as applicable, would be payable by consignee before delivery is effected.
16. If the consignee is not available for a week, or does not take delivery within a week of the stipulated period or refuses to accept delivery, the consignor would be asked to deposit the amount of demurrage, transportation charges, etc., for the return of goods to him. If he deposits the amount within a week, the consignment will be moved from the destination LPC for return, and the goods would be returned to the consignor after receipt of further payment, if any of additional charges that may have accrued or any other cost that may have been incurred. Similar action will be taken in the case of articles/consignment that had been refused at the time of delivery.
17. In case the consignor does not pay or refuses to pay the charges on consignment returned/ to be returned within a week, the Department of Posts would acquire an absolute lien on the goods, and the destination LPC will auction the consignment within a month. Similarly, if the consignor fails to take its delivery within a week of return of goods, the Department of Posts would acquire an absolute lien on the goods, and the LPC concerned will auction the goods. In both cases, the LPC will retain the demurrage and any expenses incurred for auctioning, return transport etc. and any other charges/expenses. The consignor would have no right or claim to any surplus available from auction proceeds. However, if the Head of Postal Circle is satisfied that the failure on part of consignor was beyond his control, he may approve return of such part of the surplus as he thinks equitable to the consignor, provided the consignor files a request for it within one month of auction. In case the proceeds of the auction fall short of the charges recoverable, the balance would be recovered from the consignor as arrears of land revenue. No claim, whatsoever, would be entertained for return of such recoveries.

FORM 'C'


Originating LPC		Start of trip date	
		Starting time	
Driver's Name And Mobile no.		Vehicle No.	
		Transport Company	

DETAILS of CONSIGNMENTS

Sl	Challan No.	Name address & Telephone of Consignee	Destination LPC	No. of articles	Weight of consignment	Remarks
TOTAL						

Any other relevant information

<div style="height: 100px; border: 1px solid black;"></div>		Name & Designation	
		Time & Date	
		LPC	

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**LOGISTICS
POST****LOGISTICS POST - Log Sheet**

FORM 'D'



Originating LPC		Start of trip date	
		End of trip date	
Driver's Name		Transport Company	

TRIP DETAILS

Sl	Details of LPC	Time of MMS'		Comments	LPC Official	
		Arrival	Departure		Name & Designation	Signatures
(1)	(2)	(3)	(4)	(5)	(6)	(7)

Comments of Driver

(Any unusual happening, delay, accident, Theft. Give details and action taken)

--

(To be filled by LPC official receiving the log sheet)

To be filled by driver and delivered to originating LPC

Signature		Signatures of Driver. Transport Company Date Time
Name & Designation		
Time		
Date		



FORM 'E'



To

Subject: Intimation for taking delivery of Logistics Post Consignment

Sir,

- A Logistics Post consignment no. _____ dated _____ addressed to you has been received from M/s _____.
- Kindly arrange to take delivery from this office within 2 days, between _____ and _____ hours. Delivery can be taken by you or your representative duly authorized in writing in the form on reverse of this notice.
- Kindly bring along your copy of the Booking cum Delivery Challan (Form 'B') sent to you by the consignor.
- Kindly also note that in case the delivery is not taken by you, or by your authorized representative within 2 days from now, i.e. by _____ hours on _____ (date), demurrage @ Rs. _____ per hour would have to be paid by you in advance before the delivery can be effected.
- Kindly further note that in case the delivery is not taken within 7 days from today, the consignment will be returned to the consignor.

Manager
Logistics Post Centre
Detailed Address of LPC
Telephone No. _____

Note (Not to be printed): Intimation should also be given on telephone to the Consignee immediately on receipt of the consignment. The time of this and name of person with designation to whom the intimation has been given should be noted. Simultaneously, and immediately, this written intimation should be sent.

FORM 'F'



To

Manager
Logistics Post Centre

Subject: Authorisation to take delivery

Sir,

1. I (name), (designation) authorize Shri
....., whose signatures are attested below, to receive delivery of Logistics Post article/
consignment no. _____ dated _____ booked by Consignor M/s
_____ and addressed to us..
2. I certify that I have the authority to sign this authorization.
3. I shall be grateful, if the delivery of the said article/consignment is made to Shri
.....

(.....)
Name

Signatures of Shri above, verified.

Dated

Name
Designation
Consignor's address
.....
.....
Tel:

Company Seal



FORM 'G'

To

Manager
Logistics Post Centre

Sir,

This is to certify that Logistics Post consignment no. _____ dated _____
sent by M/s _____
_____ has been received by me at _____ hours on _____ (date) in a
sound condition.

Signature _____

Name _____

Designation _____

Name & Address of Company/Firm. _____

Telephone No. _____

भारतीय डाक



To

FORM 'H'

Manager
Logistics Post Centre

Subject: Non delivery and return of Logistics Post Consignment

Sir,

1. A Logistics Post consignment no. _____ dated _____ booked by Consignor M/s _____ and addressed to Consignee M/s _____ was received in this LPC on _____.
2. An intimation of receipt of consignment in this LPC and a request to take delivery was made on _____ (date) at _____ (time) on telephone no. _____ to _____ (name) _____ (designation) in the office of the consignee by _____ (name) _____ (designation) of this LPC. It was followed by a written intimation to the consignee sent on _____ (date) at _____ (time), and a copy of the same is attached.
3. (Give details of any other efforts made to effect delivery, or any other relevant facts) _____
4. However, the consignment could not be delivered, because
 - (a) since even after 7 days of sending the intimation, the consignee has not taken the delivery of the consignment.
 - (b) the consignee has refused to take delivery.
 - The consignee gave it in writing that he was refusing to take delivery, and a copy of the refusal is attached.
 - Refusal was conveyed by _____ (Name) _____ (designation) in the office of consignee on _____ (date) to _____ (name) _____ (designation) of this LPC.
 - (c) Any other reason (please specify) _____
5. A copy of the Booking cum Delivery Challan (Form 'B') received along with the consignment is also enclosed, herewith.
6. Kindly ask the consignor to deposit within a week the following amounts, if he wants the consignment to be transported back and returned to him:

i.	Demurrage charges ¹
ii.	Return transport charges
iii.	Octroi/toll tax etc.
iv.	Any other taxes
v.	Any other charges ²
vi.	TOTAL
7. The consignor may also be advised that if the amount mentioned above is not deposited within one week, the consignment would be auctioned.
8. Kindly immediately intimate the receipt of payment or otherwise, so that further action can be taken.

Manager
Logistics Post Centre

Telephone No. _____

¹ (@ Rs. ... per hour from ... hours on till the time/ date of deposit + approximate time to be taken for transport back and delivery to consignor.

² Charges like door delivery, loading/unloading charges etc.


FORM 'T'

Name of Logistics Post Centre _____

Date _____

Sl	Consignment No.	Time of Receipt of message	Message Received from		Message received by (name & signature)	Message
			Place	Person		



FORM 'J'

Date _____

[illegible]

Signature _____

Name _____

Designation _____
Logistics Post Centre

Logistics Post Centre

Cash on Delivery (COD) Booking Form

(All the entries below to be filled by the sender duly accompanied by CDF-I form)

1. Type of Service

(Please select one)

- Speed Post (COD) ☐
 - India Post Parcel(COD) ☐
-

2. Sender Details

- **Name:** _____
 - **Address:** _____
-

3. Amount to be collected from the receiver.

- Amount (in INR) *: ₹ _____ in words)
(*Should not exceeds from Rs 10000/- per item)
-

4. Certification

I, the undersigned, certify that the accompanying article to be forwarded as **Cash on Delivery (COD)** with an amount of ₹ _____ is sent in execution of a Bonafide order received by me. Item do not contain coupons, tickets, certificates, or introductions designed for the sale of goods on what is known as the **Snowball System**.

- **Name of Sender:** _____
 - **Signature of Sender:** _____
 - **Date:** _____
-

Office Use Only

- **Booking ID:** _____
- **Date of Booking:** _____
- **Verified by:** _____
(Signature & Stamp)

P.T.O

E-Money Order (Payable to Sender) COD

From

The Post Master/Sub Post Master/Branch Postmaster

(Name of the Office of the Destination Office/Payment with PIN Code)

To

(Details of the Sender of COD)

- **Name of Sender:** _____
- **House No:** _____
- **Village/City** _____
- **District/Address:** _____
- **PIN Code:** _____
- **Mobile No:** _____
- **Amount In Rupees:** _____

Witness**

Signature of Payee or thumb Impression, if illiterate**

(**Signature of witness to be taken when payee is illiterate)

Office Use Only:

- **Name and designation of the official (who paid the amount/ Booked e-MO):** _____
- **Signature:** _____
- **Date of Booking e-MO:** _____
- **Verified by:** _____
(Signature & Stamp)

Application for using India Post Parcel / Speed Post Parcel service of Department of Posts

Name of service required	<input type="checkbox"/> Speed Post Parcel <input type="checkbox"/> India Post Parcel	
Value Added Services Required	<input type="checkbox"/> Cash on Delivery <input type="checkbox"/> National Account Facility	
Mode of Payment	<input type="checkbox"/> Credit <input type="checkbox"/> Advance Deposit <input type="checkbox"/> At time of booking	
Type of Customer	Central/ State Government/ Ministry/ Department/ Nationalized Bank/ Scheduled Bank/ PSU Private : Private Company/ Partnership/ Sole Proprietorship/ Individual/ Others _____	
If private and availing credit payment mode, whether Bank Guarantee deposited		<input type="checkbox"/> Yes <input type="checkbox"/> No
Office of Posting of Parcels		
PAN/ GSTIN/ Aadhar Card number (self-attested photocopy required)		
Registered Office	Address:	
Contact Details	Name: Contact number: Email Id:	
Address of Correspondence	<input type="checkbox"/> Same as Registered Address Other:	
Approximate no. of articles to be booked per month		

I have read and agree to all conditions relating to contractual customers in the **T&C Document**.

Authorized Signatory

FOR OFFICE USE ONLY

Approximate monthly revenue	
Amount of security deposit received (if applicable)	
Start Date of Contract	
End Date of Contract	

T&C Document
for contractual customers of Speed Post Parcel/ India Post Parcel

1. The terms and conditions contained in this document apply to all contractual customers of **India Post Parcel / Speed Post Parcel**.
2. **The contractual customer (including authorized vendors of the contractual customer) is herein referred to as “sender”.**
3. The sender shall prepare, pack and make up the Speed Post Parcel/ India Post Parcel consignments as prescribed by the Department. The contents, shape and size of the articles shall be according to the provisions and conditions provided for and as notified by the Department from time to time.
4. The sender shall ensure that no article, transmission of which is prohibited for transmission as Speed Post Parcel/ India Post Parcel consignments as per the instructions issued by the Department from time to time, is presented for booking.
5. The sender shall fill up correctly such documents / records, which may be prescribed by the Department to enable it to book, convey and deliver the articles expeditiously.
6. Security deposit in form of **Bank Guarantee (Format at Annexure-IX)** equal to anticipated of three billing period Speed Post Parcel/ India Post Parcel charges will be furnished by the sender in case of credit customers.
7. The Bank Guarantee should be valid for a period of at least 27 months from the date of the agreement, if the agreement period is 2 years. In case the agreement period is 1 year, validity would be for a period of 15. months. The maximum period up to which the BNPL agreement with the eligible corporate customer can be signed shall be 3 years, In case the corporate customer wishes to sign the BNPL agreement for 3 years, the validity of the bank guarantee shall be 39 months from the date of signing of the agreement. The Bank Guarantee should be issued by a Nationalized or Scheduled Bank
8. In case of revision of Speed Post Parcel/ India Post Parcel charges etc. the Department shall hold the right to revise the amount of security deposit to be furnished. In case of any such revision, the sender shall furnish the security deposit of the additional amount within a period of four weeks of intimation by the Department.
9. In case a contractual customer opt to avail both the services (viz. Speed Post Parcel and India Post Parcel), a single bank guarantee of appropriate amount may also be accepted.
10. The arrangements covered by this contract shall be liable to be terminated by either party without assigning any reasons thereof at any time giving one month's notice in writing to the other party.

Credit Customers (8 to 11)

11. Department shall raise the Speed Post Parcel/ India Post Parcel charges bill by 7th of every month in respect of all Speed Post Parcel/ India Post Parcel consignments booked by the sender of his authorized agents/sellers in the preceding month. The sender shall pay the bill amount in full on or before last day of the month in which bill is raised or due date fixed in case of fortnightly billing.
12. In case the sender fails to make the payment by the due date, penalty at the rate of 12% per annum on the amount of the bill shall be imposed upon the defaulting organization (to be calculated on a daily basis). The penalty will be imposed from the Bill date.
13. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, credit facility will be withdrawn
14. No booking of Speed Post Parcel/ India Post Parcel consignments will be allowed from the sender after one month from the due date of the payment of bill till all the pending bills along with the penalty due are paid in full to the Department. In case of non-payment of bill even after 2 months from the due date, Department will have the right to invoke the security deposit for recovery of the total outstanding amount.

Advance Deposit Customers (12 and 13)

15. The Department shall raise the Speed Post Parcel/ India Post Parcel charges statement (for Advance Deposit account customers) by 7th of every month in respect of all Speed Post Parcel/ India Post Parcel consignments booked by the sender in the preceding month showing the balance available in his account and amount utilized.
16. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, facility of bulk booking will be withdrawn.
17. Any payment due to the firm from the Department will not be adjusted against the bill.
18. Sender shall abide by all rules and orders etc. brought out by the Department from time to time on the subject.
19. Department will not be responsible for the quality/content of the product being sent by the contractor or his authorized agent.
20. As the sender is sending COD articles also, sender must assure to remit back any amount paid to him or any of his sellers wrongly or in case where double payment is noticed.
21. Any claim of the sender shall not be adjusted against amount payable to Department.
22. The sender must understand that Speed Post Parcel/ India Post Parcel is not an insured service unless expressly provided and liability of Speed Post Parcel/ India Post Parcel is limited to the provision of Post Office Act, 2023.
23. In case of any legal implications, the same should be dealt only in the jurisdiction of office where the agreement is signed.

FORM OF BANK GUARANTEE

In consideration of the President of India (hereinafter called "the Government") having agreed to enter into an agreement with (hereinafter call the "the Customer(s)", under the terms and conditions of said Agreement dated made between and for (hereinafter call "the said Agreement"). The Customer is required to furnish an unconditional and irrevocable bank guarantee for Rs. (Rupees only) issued by a nationalized/ scheduled bank as security for the due fulfillment by the said Customer(s) of the terms and conditions contained in the said Agreement. We (indicate the name of the bank), hereinafter Bank) at the request of Customer(s) do referred to "the hereby guarantee the due and punctual performance of all obligation of Customer under the agreement and undertake to pay to the Government an amount not exceeding Rs. (Rupees against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Customer(s) of any of the terms and conditions contained in the said Agreement.

2. We_____ (indicate the name of the bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the "Government" by reason of breach by the said Customer(s) of any of the terms and conditions contained in the said Agreement or by reason of the Customer(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees _____).

3. We undertake to pay to the "Government" any money so demanded notwithstanding any dispute or disputes raised by the Customer(s) in any suite or proceeding pending before any court of tribunal relating thereto or liability under this present being absolute and unequivocal.

4. We, _____ (indicate the name of the bank) further agree that the guarantee herein contained shall be irrevocable and shall remain in full force Agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said Agreement have been fully paid and its claims satisfied Department/Ministry of or Discharged or till Office/ certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Customer(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the we shall be discharged from all liabilities under this guarantee thereafter.

5. We _____ (indicate the name of bank) further agree with the "Government" that the "Government" shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Customer(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the "Government" against the said Customer(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Customer(s) or for any forbearance, act or commission on the part of the "Government" or any indulgence by the "Government" to the said Customer(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision have effect of so relieving us.

6. This guarantee will not be discharged due to any change either in the constitution of the Bank or the Customer(s) or in both.

7. We _____ (indicate the name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the "Government" in writing.

8. It is declared that the undersigned is duly authorized to execute this guarantee for and on behalf of the bank. Dated the day of 20_____

Annexure-A

Intimation Slip

To

Shri / Smt. _____

Sir / Madam

I had brought an article no. _____ today at _____ hours for delivery. However, as there was no one at your address to take delivery, the same could not be delivered.

2. The article would remain in the following post office till _____ (date). You may collect this article from the Post Office. This article, if not claimed, would, thereafter, be returned.

Name of the Post Office:

Address of the Post Office:

Telephone no:

Business hours of the Post Office:

3. Collection Procedure: -

Address Specific Article	Addressee Specific Article
You / Your representative may collect the article during the business hours of the Post office. You/ your representative may be asked to submit this slip/ copy of proof of your his/her identity showing the residential address where the Speed Post article is to be delivered.	As the article is addressee specific, you may collect the article during the business hours of the Post office: - a) After proper identification from any of the postal official or b) After submitting the copy of proof of your identity showing the residential address where the Speed Post article is to be delivered at the Post office. In case you wish your representative to collect the article, he/she must submit an authorization letter along with a copy of proof of your as well as his/her identity.

(The delivery official should strike out the column which is not applicable)

Name & Employee ID of Delivery Official

Signature of Delivery Official

Annexure-B

With reference to the provision of capturing alternate address (3rd address) in case Return address is different from sender address, there will be 04 scenarios where delivery at alternate address will be made. Charges for applicable for delivery at alternate address at 04 scenarios will be:

- a. **Item booked as TD (Town Delivery) and delivered at alternate address within the city (with in TD limit of Booking office)**-In this scenario, no charges to be levied on the Customer and charges to be configured as “0”.
- b. **Item booked as TD and delivered at alternate address outside the city (outside TD limit of Booking office)** –In this scenario if a Parcel is booked as TD and delivered at alternate address outside the TD limit of boooing office, charges to be calculated (Postage to be charged from booking location to alternate address–Postage paid for TD booking).For Instance-One TD Speed Post Parcel booked in Delhi for an addressee in Delhi itself by a customer declaring alternate return address of Bengaluru. At the time of booking, customer will be charged with local tariff. If the article could not be delivered to the addressee in Delhi, it will travel up to Bengaluru for delivery to the alternate return address. The difference between the tariff chargeable for an article from 'Place of Addressee (place of booking) i.e., Delhi ' to alternate return address the customer i.e., 'Bengaluru' (which is other than place of booking) and tariff actually paid i.e., local tariff will be realized as 'Charges for alternate delivery' from the Customer and to be added in the monthly bill of customer
- c. **Item booked as NTD (Non- Town Delivery) and delivered at alternate address within the city (within TD limit of delivery office)**-In this scenario no charges to be levied on the Customer and charges to be configured as “0”.
- d. **Item booked as NTD and delivered at alternate address outside the city (outside TD limit of delivery office)**- In this scenario if a Parcel is booked as NTD and delivered at alternate address outside the TD limit of delivery office, charges to be calculated will be 50% of the applicable postage from Place of delivery to alternate delivery address. For instance- One NTD Speed Post Parcel booked in Delhi for an addressee in Mysuru by a customer declaring alternate return address of Bengaluru. If the article could not be delivered to the addressee in Mysuru, it will have to travel up to Bengaluru for deliverytothealternatereturnaddress.Inthisscenario,50% of the tariff i.e., MysurutoBengaluruwillberealizedaschargesforalternatedeliveryfromthe Customer and to will be added in the monthly bill of customer.

2. GST will be applicable on the alternate charges. The charges for delivery at alternate address will be applicable on Speed Post Documents; Speed Post Parcel and India Post Parcel booked by contractual customers of DoP and will be included in the monthly invoice of contractual customer. No rebate will be given on the alternate address charges.

Illustration:

- I. Examples for all use cases as mentioned in Para(a) to Para (d) is as under for 01 Speed Post Parcel weighing 500 gm.

Scenario	Origin Pin code(A)	Destination Pin code (B)	Alternate Address Pin code(C)	Charge to be taken in Rs. for alternate delivery
(a)	110001	110005	110003	0
(b)	110001	110005	560001	50(80-30)
(c)	110001	570001	570009	0
(d)	110001	570001	560001	25(50/2)

- II. Examples for all use cases as mentioned in Para (a) to Para (d) are as under for one India Post Parcel booked by contractual customer weighing 2000 gm.

Scenario	Origin PIN code(A)	Destination PIN code(B)	Alternate Address PIN code(C)	Charge to be taken in Rs. for alternate delivery
(a)	110001	110005	110003	0
(b)	110001	110005	560001	60(105-45)
(c)	110001	570001	570009	0
(d)	110001	570001	560001	40(80/2)

PO ORDER - CS/01/2025

F. No. P G-01/3/2024-PG-DOP
Government of India
Ministry of Communications
Department of Posts
(CS,QA&I Division)

Dak Bhawan, Sansad Marg
New Delhi - 110 001
Dated. 9.01.2025

Subject: Administrative instructions in respect of certain regulations of the Post Office Regulations, 2024 - reg.

The Post Office Act, 2024 (Act), an Act to consolidate and amend the law relating to Post Office in India, came into force w.e.f. 18.06.2024, thereby repealing the erstwhile IPO Act, 1898. The subordinate legislations under the new Act i.e. the Post Office Rules, 2024 & the Post Office Regulations, 2024 have come into force w.e.f. 16th December, 2024. These sets of subordinate legislations, after implementation, will replace the existing IPO Rules, 1933.

2. Regulation 76(1) of the Post Office Regulations 2024 provides for filing of complaint in accordance with the administrative instructions specified from time to time. The instructions related to the filing of complaints shall be as under:-

(1) Customers may register their complaint through (i) Complaint & Suggestion book available in all post offices, during working hours of the office (ii) online on India Post web portal (iii) through toll-free India Post Call Centre (IPCC) from 9 AM to 6 PM (except Sunday & Gazetted holidays) (iv) through nearest post offices (except branch post offices) or nearest Divisional Offices during working hours of the office. (v) through registered or speed post addressed to Sub Post Master or Head Post Master of the concerned Post Office or Superintendent of Post Offices concerned.

(2) (i) Grievances filed in Complaint & Suggestion book or by written complaint will be acknowledged through online Customer Relationship Management (CRM) application on the same day by the office (except branch post offices) and copy of the same along with complaint number will be forwarded to the Divisional Office. In case of Branch Post Offices, extract of the complaint or the original written complaint as the case may be, will be forwarded to account office for acknowledgement through CRM Application and further transfer (on CRM) to Divisional Office.

(ii) In case grievance registered online or through IPCC, complainant will be acknowledged instantly with complaint number through system. Complaint number will also be shared via SMS and email, if mobile number and email id is given by the complainant.

(iii) In case complaint is submitted in nearest Post Office or Division Office, complaint will be registered on the CRM application by the office and acknowledged on same day. Complaint number will also be shared via SMS and email, if mobile number and email id is given by the complainant.

(iv) In case complaint is received by post, complaint will be registered on the CRM application by the office and acknowledged on same day. Complaint number will also be shared via SMS and email, if mobile number and email id is given by the complainant. In absence of email id, acknowledgement will be sent by post.

(v) Inward references (Inward complaints) received by transfer in the office (in CRM application), will be processed and transferred to next stage (office) with complete reply on the day of receipt or by next working day (if received after working hours).

(3) In case complaint is submitted by registered or speed post, complaint should be addressed to Sub Post Master or Head Post Master of the concerned Post Office or Superintendent of Post Offices concerned

(4) Circle Grievance Redressal Officer (GRO):- A Circle Grievance officer , APMG (Customer Satisfaction) or AD (Customer Satisfaction) is attached to the Headquarters of each Circle to ensure proper attention to and expedite the disposal of public complaints. Details of Circles GRO are available at India Post official website. He may be referred to if any complaint is delayed or the reply received is unsatisfactory.

(5) Particulars to be given in complaints - Full particulars of the article in question, the exact nature of the complaint, details of the sender and addressee or payee should invariably be given. The complaint should be accompanied by the documents and information furnished as indicated below:-

(i) Copy of receipt (in case of accountable articles, if booking data is not available online.

(ii) In case Loss of or delay to unregistered mails: - Time and date of posting, Letter box where article was posted, Full address on the article & Person posting the article, should be given,

(iii) In cases of delay of unregistered mails: - wrapper of the cover should be given.

(iv) In case of loss of contents: - Particulars of missing contents if known, along with the wrapper or cover.

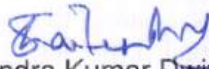
(v) For Post Office Savings Bank related complaint: - Account No. and Office at which transaction or incident happened or service request submitted.

(vi) For Postal Life Insurance related complaints: - Policy number and Office at which transaction or incident happened or service request submitted.

(vii) Loss, Miscarriage or destruction of Postal Orders: -Counterfoil or failing this serial No. of the order. Office from which purchased and date of purchase.

3. These instructions become effective w.e.f. date of implementation of the PO Regulations, 2024 and shall be applicable henceforth.

4. This issues with the approval of Director General Postal Services.


(Shailendra Kumar Dwivedi)
DDG (CS, QA&I)

To,
All Heads of Circles/Regions

Copy to: -

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to Director General
3. Sr. PPS/PPS/PS to the Members of Postal Services Board
4. Addl. Director General, APS, New Delhi
5. CGM, BD/Parcel Directorate/ CGM CEPT
6. Sr. DDG (Vigilance) & CVO/ Sr. DDG (PAF)
7. Director, RAKNPA/ GM, CEPT/ Directors of all PTCs
8. All PAOs

**F. No. BD-31M/3/2024-BDMD-DOP
Government of India
Ministry of Communications
Department of Posts
Business Development Directorate**

**Dak Bhawan, Sansad Marg
New Delhi-110001
Date: 20.01.2025**

Subject: Administrative orders in respect of certain regulations of the Post Office Regulations, 2024-reg.

The Post Office Act, 2023 (Act), an Act to consolidate and amend the law relating to Post Office in India, came into force w.e.f. 18.06.2024, thereby repealing the erstwhile IPO Act, 1898. The subordinate legislations under the new Act i.e. the Post Office Rules, 2024 & the Post Office Regulations, 2024 will come into force with immediate effect. These sets of subordinate legislations, after implementation, will replace the existing IPO Rules, 1933.

The PO Regulations, 2024 have references which enable issuance of administrative orders for implementation of these Regulations. The administrative orders referred in the regulations related to Business Development Directorate, are as under. These instructions will come into force with immediate effect.

(A) Direct Post: Regulation 101(4) of the Post Office Regulation 2024 provides for Direct Post Services:

(1) Introduction: This order establishes Direct Post service, which allows for advertisement and direct marketing through unaddressed postal articles in India. This service includes various forms of printed communication that comply with the Indian Post Office Act.

(2) Scope of the Order: This order applies to all individuals and organizations wishing to utilize Direct Post services for sending unaddressed advertisements and promotional materials across India.

(3) Objectives:

- (a) To facilitate efficient distribution of promotional materials to targeted areas.
- (b) To provide a cost-effective means for businesses and organizations to reach a large audience.

(4) Overview of Direct Post Services:

- (a) **Definition:** Direct Post comprises unaddressed postal articles such as letters, cards, brochures, pamphlets, samples, promotional items (e.g., CDs, cassettes), coupons, posters, mailers, and any other form of printed communication that is not prohibited.
- (b) **Acceptance:** Direct Post Articles are accepted in bulk at designated Post Offices and must not be posted in letter boxes.
- (c) **Delivery Instructions:** The sender can specify the areas and the number of articles for each area for delivery.

(d) **Delivery Confirmation:** The sender will be informed that the articles have been delivered according to their instructions.

(5) Conditions for Availing Direct Post Services:

(a) **Designated Post Offices:** The Head of Circle/Region will determine which Post Offices will offer Direct Post services.

(b) **Minimum Quantity:** A minimum of 1,000 articles must be posted by a customer to avail of Direct Post services.

(c) **Format Restrictions:** Articles should not exceed the dimensions of A3 size paper and must be accepted in PIN code-wise bundles contained in secure station-wise packets.

(d) **Targeted Delivery:** While customers can specify delivery areas, no commitment will be made for delivery to specific addresses or individuals.

(e) **Bulk Acceptance:** For articles intended for delivery in other towns, the designated Office will accept the articles in PIN code-wise bundles and send them to the appropriate destination offices with the customer's instructions.

(6) Registration for Direct Post Services:

(a) **Application Submission:** Customers must complete and submit Part I of Annexure 'A' in duplicate at designated Offices to avail of Direct Post services.

(b) **Charges Calculation:** Postal Staff will calculate the charges based on the submitted information and complete Part II of Annexure 'A'.

(c) **Acknowledgment:** A copy of Annexure 'A' will be returned to the customer after completion.

(d) **Payment Requirements:** Customers must remit the full payment of the proposal amount, including GST and any applicable taxes, in advance.

(e) **Payment Methods:** Payments may be made via cash, cheque, draft, NEFT, RTGS, or online methods.

(f) **Invoice Issuance:** Upon receipt of payment, an invoice will be provided to the customer, signed by the Head of the Office.

(7) Delivery of Direct Post Articles

(a) **Unaccountable Delivery:** Articles under Direct Post will be delivered as unaccountable articles, meaning there will be no tracking or accountability for individual deliveries.

(b) **Delivery Report:** A delivery report will be provided to the customer upon completion of the delivery process.

(8) Conclusion: This order is issued with the approval of the Competent Authority to facilitate effective Direct Post services for advertisement and direct marketing purposes.

(B) Media Post: Regulation 102(2) of the Post Office Regulations 2024 under The Post Office Act 2023 provides for Media Post Services:

(1) Introduction: This order establishes Media Post service as an advertising mechanism designed to assist Central and State Governments, as well as corporate

clients, in promoting their products and services. Advertisements will be displayed in designated areas of postal premises and on postal stationery.

(2) Scope of the Order: This order applies to all Government Organizations, Corporations, and Customers seeking to utilize Media Post services.

(3) Objectives:

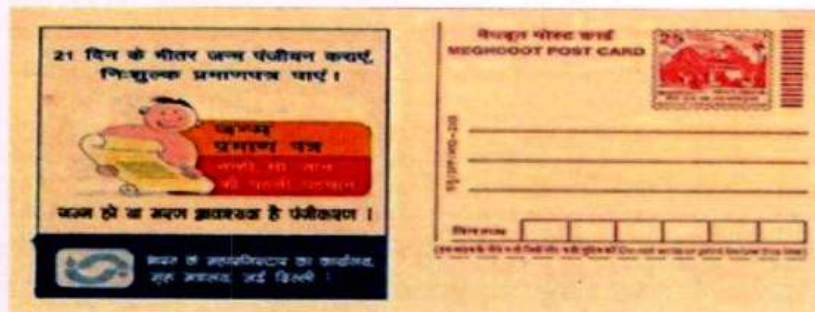
(a) To enhance the visibility of government and corporate products and services through postal channels.

(b) To utilize postal infrastructure for effective advertising.

(4) Overview of Media Post Services: Media Post offers a diverse range of advertising media, including:

(a) **Postal Stationery:** Post Cards, Envelopes, Inland Letter Cards, MPCM Receipts, Savings Bank Passbooks, etc.

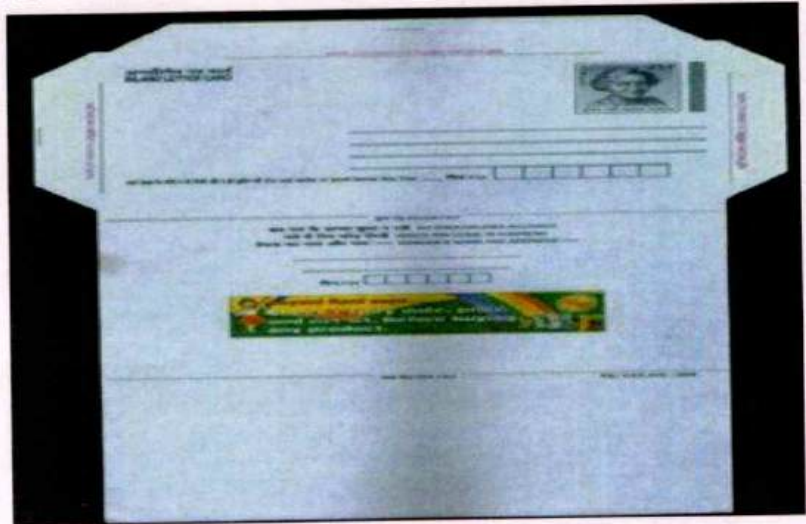
(i) Picture of Post Card:



(ii) Savings Bank Passbooks:



(iii) Picture of Inland Letter Card:



(iv) Picture of Letter



(b) **Letter Boxes:**

(i) Picture of Letter Box:



(c) **MMS Vans:**

(i) Picture of MMS Van:



(d) **Display of Posters:** Posters, Banners, Standees, Hoardings, etc., positioned inside and outside Post Office premises.

(i) Picture of Banner/Flex:



(ii) Picture of Standee:



- (e) **Digital Advertising:** LED Displays, LED Scrolling Displays, Social Media Channels, Glow Sign Boards, etc.

(i) Picture of LED display:



(5) Registration for Services:

(a) **Submission of Proposal:** Government Organizations, Corporations, and Customers must submit a formal proposal to the designated office of the Division, Region, Circle, or Business Development Directorate to access advertising services.

(b) **Proposal Requirements:** Proposals must include details such as the duration of the advertisement, selected advertising medium(s), and specific locations or the number of Post Offices for display.

(c) **Approval Process:** Upon approval, the Department will provide a Media Plan along with the associated financial implications.

(d) **Formal Agreement:** If necessary, a formal agreement must be entered into with the Department.

(6) Quantity Requirements: The minimum quantity required for placing orders under Media Post is as follows:

Medium	Minimum Quantity
Post Card	5 Lakh
Envelopes	10 Lakh
Inland Letter Card	10 Lakh
Saving Bank Passbooks	1 Lakh
Posters/Banners/Flex boards	10,000
Letter Boxes	100 in any area/town
MPCM Receipts	50 Lakh
Hoardings	Not required
MMS	Not required

(7) Advertisement Space Availability: The following spaces are available for advertisements:

Medium	Space Available
Post Card	9 x 6.5 cm (half of address side)
Envelopes	9 x 2.5 cm (behind the envelope)
Saving Bank Passbooks	Back cover of the Passbook
Inland Letter Card	9. x 2.5 cm

(8) Work Order: Government Organizations/Corporations/Customers shall issue a work order in favor of the Department of Posts.

Note: For any reasons beyond its control, the Department reserves the right to restrict, curtail, or suspend advertisements.

(9) Advertisement Material:

- (a) **Delivery Responsibility:** The advertiser is responsible for delivering all advertising materials to the identified Post Offices at their own expense.
- (b) **Printing Responsibility:** The printing on Postal Stationery will be conducted by the Department through its Security Printing Press at Hyderabad.
- (c) **Creative Content:** Customers must provide creative content for digital advertisements.

(10) Compliance Guidelines: All advertisements must adhere to the following stipulations:

- (a) **Legal Compliance:** Advertisements must comply with all relevant laws and rules.
- (b) **Competition:** Advertisements must not promote competing businesses.
- (c) **Prohibited Content:** Advertisements must not promote political or religious views, liquor, tobacco or any harmful substances.
- (d) **Offensive Content:** Advertisements must not depict obscenity or anti-national sentiments.
- (e) **Aesthetic Integrity:** Advertisements must be aesthetically pleasing and must not obstruct public spaces.
- (f) **Non-Obstruction:** Advertisements must not obstruct postal signage or existing facilities.

(11) Payment Terms:

- (a) **Payment Method:** Customers must remit full payment, inclusive of GST and applicable taxes, in advance.
- (b) **Payment Options:** Payments may be made via cash, cheque, draft, NEFT, RTGS, or online methods.
- (c) **Invoice Issuance:** An invoice will be provided upon receipt of payment, duly signed by the Head of the Office.

(12) Miscellaneous Provisions:

- (a) **Termination Rights:** The Department reserves the right to terminate any media plan proposal without notice if deemed offensive, illegal or in violation of any guidelines mentioned Para (10).
- (b) **Legal Action:** Firms engaged in unlawful activities may face appropriate legal action.
- (c) **No Refunds:** Once a media plan is approved, no refunds will be granted.
- (d) **Schedule Verification:** Customers may verify the schedule for displaying advertisements at designated times.
- (e) **Modifications:** The Department reserves the right to modify guidelines as necessary.
- (f) **Proof of Compliance:** Customers must provide proof of advertisement compliance before execution.

(13) Agency Registration:

- (a) **Registration Requirement:** Advertising agencies and individuals must register as authorized agents with the office of the Chief Postmaster General/Postmaster General for commercial publicity work.
- (b) **Commission Structure:** Accredited agencies are eligible for a 15% commission, non-accredited agencies for 10%, and individuals for 5% on the media plan value.
- (c) **Cash Payment Requirement:** Agencies must ensure cash is received in advance for all orders; no credit will be allowed.

(14) Conclusion: This order is issued with the approval of the Competent Authority to facilitate effective advertising through the Media Post service.

(C) e-Post: Regulation 103 (4) of the Post Office Regulations 2024 provides for ePost service:

- (1) Introduction:** Through India Post, sender may submit typed or handwritten messages, soft copies, or pictures at the e-Post centre which delivers it to the receiver's address on payment basis.
- (2) Scope of order:** This order applies to all organizations and clients wishing to utilize e-Post services for sending messages in multiple languages, picture, soft copies etc.
- (3) Objectives:** e-Post services are to modernize and streamline communication by offering a digital, flexible, and cost-effective alternative to traditional postal services. It aims to provide individuals and businesses with easy access to electronic messaging through both prepaid and corporate options, supporting multiple languages and efficient bulk messaging.
- (4) Overview of service:** e-Post services accept single to single, single to multiple, multiple to single, multiple to multiple messaging platform through electronically with secure and swift system.

(a) **Many-to-One Messaging** allows multiple senders to send the same e-Post message to a single recipient's email box.

(b) **One-to-Many Messaging** allows a single sender to send the same e Post message to multiple recipients' email inboxes at once.

(c) A receipt will be issued with the following details:

Receipt No.:
ePost Centre:
Date:
Sender Name:
Addressee:
Message No.:
No. of Pages:
No. of Copy:
Total Cost:

(5) Registration of e-Post services:

(a) Prepaid user(steps to be followed):

- i. Visit to e-Post website via <https://epost-indiapost.gov.in>.
- ii. Register online by filing in the required information on the registration form.
- iii. Upon successful registration, a unique Customer ID will be generated.
- iv. Users are provided with an e-Post Wallet for making prepaid payments and it can be recharged using various payment methods as follows:
 - a. Online mode:
 - Credit/Debit cards
 - UPI
 - Digital wallets
 - Net banking
 - b. Offline mode:
 - Visiting designated e-Post centres
- v. Credentials of user id (Customer ID, Passwords, Account information etc) will be shared on registered email.

(b) Corporate User:

- i. The e-Post Corporate service is available for Government Departments, PSUs, SMEs, Private companies, educational institutions etc.
- ii. Corporate users must apply in the prescribed format (Annexure 'B') to the Circle/Regional Office.
- iii. A security deposit equivalent to three months of business is required, to be submitted in the form of a Bank Guarantee. The guarantee must be from a Nationalized or Scheduled Bank. For government entities or PSUs, the Bank Guarantee may be waived if an undertaking is submitted (see Annexure 'C').
- iv. Corporate users must enter into an agreement with the Post Office to utilize the e-Post service.
- v. After the successful application, User ID and Password will be issued, and account details will be sent to the email address provided.
- vi. Corporate customers can design up to 99 message templates, including images and logos, for e-Post usage.
- vii. The e-Post Corporate service allows messages to be sent in bulk and the Same message can be sent to up to 9,999 recipients in one go via a CSV file.
- viii. **Billing and Payment:** A monthly bill will be generated and sent to the registered email address by the end of the month or the first week of the next month. Payments must be made on or before the last business day of the following month. If payment is delayed, a penalty of 12% per annum on the outstanding amount will be charged, subject to a minimum of Rs. 100/-.
- ix. **Suspension of Service for Non-Payment:** If payment is not received for two consecutive months, the e-Post service will be suspended for the corporate customer, and the outstanding dues will be recovered from the Bank Guarantee.

(6) GST/Service charges/applicable taxes: The Department of Posts will credit GST amount so collected to the relevant GST authorities.

(7) Multiple Language Support: Customers can send e-Post messages in **multiple languages** (11 languages available: Hindi, Tamil, Malayalam, Odia, English, Assamese, Gujarati, Konkani, Sanskrit, Marathi, Manipuri).

(8) Automatic Deduction of Charges: Charges for e-Post services are **automatically deducted** from the customer's wallet as messages are sent. A pop-up will display the current balance in the e-Post wallet.

(9) Recharge Validity: The recharge amounts are valid for one year from the last recharge date. If unused, the wallet must be recharged again before the expiry date to maintain validity. If not recharged in a year, the wallet amount will be reset to **zero**.

(10) Delivery: e-Post messages received from sender deliver as follows:

(a) Message Downloading and Printing: Once the e-Post message reaches the destination e-Post centre, it will be downloaded from the digital platform. After downloading, the message will be printed at the destination centre.

(b) **Designated Delivery Staff:** The printed e-Post message will be delivered by the designated delivery staff at the destination. This staff is responsible for handling and ensuring the safe delivery of the printed message to the addressee.

(c) **Unaccountable Letter Items:** The e-Post messages are delivered as hard copy unaccountable letter items. This means the messages are delivered without a formal tracking mechanism or any accountability system tied to their delivery status (unlike registered post or tracked letters).

(11) Access to e-Post Service Management Information System (MIS) for reports:

(a) Information regarding the number of e-Post messages sent and their printed status can be accessed through the e-Post service MIS.

(b) MIS is a system designed to help track, monitor, and report the usage and status of e-Post services, offering insights into the volume and success of message deliveries.

(c) **Printed Status Tracking:** The MIS can also provide updates on the printing status of each e-Post message. This will help users (especially corporate clients) monitor whether their messages have been successfully printed for delivery.

(D) e-Payment: Regulation 104(2) of the Post Office Regulations 2024, provides for e-Payment service:

(1) Introduction: This order establishes e-Payment service, allowing for the collection of bill amounts and other payments for third parties through post offices. This service provides a many-to-one solution for collecting payments on behalf of various organizations.

(2) Scope of the Order: This order applies to all organizations and clients wishing to utilize e-Payment services for bill collection, including but not limited to utility bills, examination fees, taxes, and school fees.

(3) Objectives:

(a) To facilitate efficient bill payment collection through post offices.

(b) To ensure a centralized and electronic method of transferring payments to billers.

(4) Overview of e-Payment Services: The e-Payment application will support the acceptance of bills from multiple service providers, including:

(a) Electricity

(b) Telephone

(c) Mobile phone

(d) Water supply

(e) Tax payments

(f) School and examination fees

(g) Loans

(h) Any other biller not covered above

(5) Registration for e-Payment Services:

(a) **Agreement Requirement:** Applicants must enter into an agreement with the Post Office to avail the e-Payment facility.

(b) **Application Process:** Applicants must submit the prescribed application (Annexure 'D') stating the nature of their business and provide full particulars of their business address to the Divisional, Regional, or Circle Office.

(c) **Biller ID Creation:** A Biller ID will be created upon necessary approval.

(d) **Credentials Provision:** A Biller user ID and password will be provided to the applicant.

(6) Bill Collections:

(a) **Payment Methods:** Customers can hand over the amount either in cash or via an account payee cheque/draft or provide their IPPB account number at the Post Office.

(b) **Biller Identification:** Customers must provide either the Biller ID or the name of the biller.

(c) **Receipt Issuance:** A receipt will be provided to the customer upon payment.

(7) Modes of Receipt of Bill:

(a) **Accepted Payment Forms:** Bills can be paid in the following ways:

- i. Cash
- ii. Crossed account payee cheque/draft in the name of the postmaster
- iii. Through IPPB

(b) **Part Payments:** Partial payments via cash, cheque, demand draft, and through IPPB for a single transaction are permitted.

(8) GST/Service Charges/Other Applicable Taxes:

(a) **Client Responsibilities:** The Organization/Client is responsible for crediting the amount of GST and any applicable taxes to the relevant authorities per prevailing tax laws.

(b) **Department Responsibilities:** The Department of Posts will credit GST and any other applicable taxes on the commission/service charges collected to the relevant authorities.

(9) Payment to the Biller:

(a) **Transfer of Funds:** The designated/authorized Nodal Office will transfer the net amount to each biller after deducting applicable service charges, GST, and any other taxes as specified in the Agreement. The transfer will occur on the agreed-upon date.

(b) **Payment Method:** Payments will be made via an account payee crossed cheque or NEFT to each biller, accompanied by:

- i. The total amount collected
- ii. Service charges and GST/other taxes deducted
- iii. The net amount due to the biller

(c) **Payment Frequency:** The frequency of payments will be determined as per the terms outlined in the Agreement with each respective biller.

(d) **Collection of Payment:** Biller shall make necessary arrangements to collect the cheque from the designated nodal office.

(10) Conclusion: This order is issued with the approval of the Competent Authority to facilitate effective e-Payment services for bill collection and payment processing.

(E) Retail Post: Regulation 105(2) and 105(6) of the Post Office Regulations 2024 provides for Retail Post Services:

(1) Introduction: The Retail Post service, as defined under the Post Office Regulations 2024, facilitates the sale of various third-party and departmental products through Post Offices across India. This service aims to enhance the range of services offered by the Department of Posts while providing a reliable and efficient platform for customers to access essential goods and services.

(2) Scope of Order: This order applies to all organizations and clients wishing to sell products through the Retail Post service. It encompasses the registration process, inventory management, financial transactions, and compliance with the regulatory framework. The order covers a wide array of products, including third-party items such as stationery, gold coins, and travel-related services, as well as departmental products like Gangajal etc.

(3) Objectives: The primary objectives of the Retail Post service are:

- (a) To provide a convenient platform for the sale of various products and services through Post Offices.
- (b) To enhance customer accessibility to a range of third-party and departmental offerings.
- (c) To establish a structured process for the registration and operation of clients within the Retail Post framework.
- (d) To ensure compliance with applicable taxes and service charges, promoting transparency and accountability.
- (e) To facilitate efficient financial transactions between the Department and participating organizations/clients.

(4) Products/Items Offered: The following products/items can be sold through Post Offices under the Retail Post service:

(a) Third Party Products:

- i. Sale of stationery
- ii. Sale of packaging material
- iii. Greeting cards of other organizations
- iv. Sale of gold coins
- v. Sale of Sovereign Gold Bonds
- vi. Sale and distribution of souvenirs
- vii. Sale and distribution of books
- viii. Sale and distribution of prasadam (Holy Blessing)
- ix. RBI coins service
- x. Sale of revenue/judicial/non-judicial stamps
- xi. Sale of application forms
- xii. Sale of UPSC/SSC/RRB application forms
- xiii. Sale of university application forms

- xiv. Sale of travel-related services
- xv. Railway reservation service (PRS)
- xvi. Sale of event tickets
- xvii. Address verification services
- xviii. Drop Box services
- xix. Subscription services
- xx. Telecom services
- xxi. Income tax services
- xxii. Distribution of loans
- xxiii. Other agency services
- xxiv. Any other third-party product or service not covered above

(b) Departmental Products:

- i. Sale of Gangajal

(5) Registration Process:

- (a) The organization/client shall submit a detailed proposal for detailing the nature of their business.
- (b) Full particulars of the business address must be provided to the Divisional Office, Regional Office, or Circle Office.
- (c) The organization/client shall enter into an agreement with the Department for availing the Retail Post facility.
- (d) The client must notify the details of Post Offices from which the products/items are to be sold.

(6) Inventory:

- (a) The organization/client must maintain sufficient stock of the products/items to be sold through Post Offices.
- (b) The organization/client must bear the transportation charges to the identified Post Offices.
- (c) The Department shall not make any advance payment for maintaining inventory.
- (d) The organization/client must replace damaged products/items at their own cost.
- (e) The organization/client must replace expired items at their own cost.

(7) Period of Agreement:

- (a) The organization/client must sign an agreement initially for a minimum of three years.
- (b) The agreement may be extended based on mutual understanding between the organization/client and the Department.

(8) Commission/Service Charges:

- (a) The rate of commission for the Department shall be fixed after mutual understanding between the organization/client.
- (b) The organization/client must bear the GST on the commission /service charges of the Department.

(9) GST/Service Charges/Other Applicable Taxes:

- (a) The organization/client must credit the amount of GST/other applicable taxes on the sale of products/items to the GST authorities.
- (b) The Department will credit the amount of GST/other applicable taxes on the commission/service charges collected from the organization/client to the GST authorities.

(10) Payment to the Organization/Client:

- (a) The designated/authorized Nodal Office will transfer the net amount to each organization/client after deducting applicable commission/service charges, GST, and other taxes, as agreed upon in the contract.
- (b) Payments will be made via account payee crossed cheque or NEFT, accompanied by a statement detailing the total amount collected, less deductions.
- (c) The frequency of payments (daily, weekly, monthly, etc.) will be determined as per the agreement with the respective biller.
- (d) The organization/client is responsible for arranging the collection of cheques from the designated Nodal Post Office.

(F) Magazine Post: Regulation 106(3) of the Post Office Regulations 2024 under The Post Office Act 2023 provides for Magazine Post Services:

(1) Introduction: The Department of Posts launched Magazine Post service on April 1, 2022, to facilitate booking and delivery of magazines across India. This service includes features such as track and trace facilities, SMS alerts for both senders and addressees, and scanning facilities for publishers and customers. The booking facility for this service is available at identified locations in each Circle, with PAN India delivery.

(2) Scope of Order: This order applies to all magazines intended for distribution through the Magazine Post service, encompassing publishers, managers, and proprietors who wish to utilize this postal service for their publications. It outlines the operational framework, eligibility criteria, registration processes, payment methods, and compliance requirements necessary to ensure efficient service delivery and accountability within the Magazine Post system.

(3) Objectives: The primary objectives of the Magazine Post service are:

- (a) To provide an efficient and reliable postal service for delivery of magazines across India.
- (b) To streamline the registration and booking process for publishers, ensuring compliance with the regulatory framework.
- (c) To enhance communication and tracking capabilities for senders and recipients through SMS alerts and tracking services.
- (d) To foster a transparent and accountable delivery system that meets the needs of the publishing community and subscribers.

(4) Definition: A publication may be transmitted by post as "Magazine Post" if it meets the following criteria:

- (a) It is covered under the definition of periodicals.
- (b) It is brought out, printed, or published in India only.
- (c) It is registered with the Press Registrar of General of India under the Press and Registration of Periodicals Act, 2023 and possesses the certificate of registration

issued by the Press Registrar.

(d) It adheres to the provisions of the Press and Registration of Periodicals Act, 2023.

(e) It has a bona-fide list of at least 500 subscribers.

(f) It is posted with a minimum of 500 copies at a time.

(5) Features:

(a) SMS notifications regarding the booking and delivery of magazines will be sent to both the sender and the addressee.

(b) A track and trace facility will be available for monitoring the status of the magazines.

(6) Registration:

(a) The Proprietor, Manager, or Publisher must submit an application in the prescribed format (Annexure 'E') along with the following documents to the office of the Divisional Head (Postal/Railway Mail Service) from where the magazine will be posted:

- i. Two copies of the latest issue of the magazine.
- ii. A certificate from the District Presidency or Sub- Divisional Magistrate confirming compliance with the declaration requirements of the Press and Registration of Books Act, 1867.

(b) Upon approval, a registration number and customer ID will be provided to the applicant.

(c) The initial registration will remain in force until December 31 of the third calendar year following the year it was registered.

(d) **Renewal:** Applications for renewal must be submitted at least one month before the expiration date. Each renewal will remain valid for three calendar years. No fee is required for renewal; however, a late fee of Rs. 5 will apply for applications received after the last working day of the month preceding the expiration.

Note 1: If the registration is not duly renewed or is cancelled, it will not be accepted for transmission through Magazine Post.

Note 2: Late renewal applications will be treated as new applications.

(7) Booking:

(a) Magazines must be booked from Press Sorting Offices (PSO) or L-1 and L-2 unregistered offices.

(b) Magazines can be booked from any location with a single postal registration number. A list of available booking locations is attached as Annexure 'G'.

(c) The magazine must display both the registration number issued by the RNI and the registration number assigned by the Department of Posts.

(d) A special series of barcodes starting with the prefix 'MP' will be provided to publishers. This barcode must be printed on the magazine envelope alongside the words "Magazine Post."

(e) The magazine label must include the following mandatory fields:

- i. Customer ID
- ii. BNPL ID

- iii. Magazine Post Barcode
- iv. Customer Name
- v. Customer Address
- vi. Customer Mobile Number

(f) Only one magazine is permitted per envelope; supplements must be posted separately.

(g) Magazines must be presented in pin code-wise pre- addressed and pre-sorted packets with pre-printed barcodes.

(h) An excel sheet containing subscriber details must be provided with each booking.

Note: Mobile numbers are mandatory for all subscribers. Landline numbers will not be accepted. Specific guidelines apply for magazines delivered in certain areas.

(8) Payment Method:

(a) The Proprietor, Manager, or Publisher can choose between the following payment options at the time of registration:

- i. **Advance Payment**
- ii. **Credit Facility**

Note: No volume discounts under the BNPL scheme or rebates under the advance payment scheme are applicable for Magazine Post.

(a) Advance Payment:

- i. Customers opting for advance payment must enter into an agreement with the Department as per Annexure 'F'.
- ii. A minimum deposit of Rs. 1,000 is required for a single booking location and Rs. 10,000 for multiple locations.
- iii. Payments can be made through cheque, draft, cash, or online transfers (NEFT, RTGS, IMPS). Cheque payments will be credited after clearance, and online transfers will be credited upon bank confirmation. Cash will be deposited in the designated Post Office on the same day.
- iv. Booking is limited to the available advance amount in the customer's account.
- v. Approval for advance deposit customers will be granted by the designated authority.

(b) Credit Facility:

- i. Customers opting for credit facility must enter into an agreement as per Annexure 'H'.
- ii. A Book Now Pay Later (BNPL) user ID will be provided to post magazines from identified locations.
- iii. A security deposit equivalent to two billing cycles in the form of a bank guarantee must be presented. The guarantee must be issued by a nationalized or scheduled bank.

• Billing:

- i. Monthly billing will be conducted by the booking office.

- ii. Bills will be issued by the 7th day of the following month, and payment must be made by the last day of that month.
- iii. A penalty of 10% per annum will apply for late payments.
- iv. No bookings will be allowed for defaulting customers after one month from the due date until all dues are cleared.
- v. Non-payment after two months will lead to forfeiture of the security deposit.
- vi. Customers who default on the BNPL facility will lose their status and can only book under the advance payment facility thereafter.

(9) Delivery: Magazines under the Magazine Post service will be delivered to the address specified on the post as accountable items.

(10) Reports

(a) Customers can view their booked magazines via the Bulk Customer login on the India Post website (www.indiapost.gov.in). Available reports include:

- i. Item booked
- ii. Item delivered
- iii. Item returned/re-directed
- iv. Last event
- v. Non-delivered items

(b) The process for viewing reports requires registration as a corporate customer on the India Post website.

(G) Citizen Centric Services: Regulation 174 of the Post Office Regulations 2024 under The Post Office Act 2023 provides for Citizen Centric Services:

(1) Introduction: The Department of Posts facilitates various Citizen- Centric Services aimed at improving public access to essential government/corporate services and products through its extensive network of Post Offices. This initiative aims to enhance the ease of access for citizens and foster collaboration between government/corporate entities and the Department.

(2) Scope of Order: This order applies to all Ministries, Central and State Government Departments, Local Bodies, and Public/Private Entities seeking to deliver services or sell products through the Citizen-Centric Services of the Department of Posts. It encompasses the submission of proposals, inventory management, financial transactions, and compliance with regulatory requirements.

(3) Objectives: The primary objectives of the Citizen-Centric Services are:

- (a) To provide a platform for citizens to access essential government services conveniently through Post Offices.
- (b) To enhance collaboration between the Department of Posts and various government and private organizations.
- (c) To establish a clear process for the submission and approval of service/product proposals.
- (d) To ensure compliance with applicable taxes and service charges, promoting

transparency and accountability in transactions.

(e) To facilitate efficient financial settlements between the Department and participating organizations/clients.

(4) Citizen-Centric Services Offered: The following services are currently facilitated through the Department of Posts:

- (a) Aadhaar Enrolment and Updation
- (b) Processing of Passport Applications and Police Clearance Certificates
- (c) Physical Verification of Prime Minister Employment Generation Program (PMEGP) Units
- (d) Door-to-Door verification/collection of KYC forms of Mutual Fund Investors
- (e) Any other citizen-centric services that may be considered for introduction in the future

(5) Submission of Proposal:

- (a) The Ministry, Central or State Government Departments, Local Bodies, and Public/Private Entities (hereinafter referred to as the "Organization/Client") shall submit a detailed proposal to the Business Development Directorate at the Circle, Regional, or Divisional Office. The proposal must include information on the nature of the service/product.
- (b) The Organization/Client shall enter into a formal agreement with the Department outlining the terms and conditions of the services/products provided.
- (c) The Organization/Client shall provide details of the Post Offices from which the services, products, or items will be delivered or sold.

(6) Period of Agreement:

- (a) The Organization/Client shall sign an agreement for a minimum term of three years.
- (b) The period of the agreement may be extended by mutual consent between the Organization/Client and the Department.

(7) Commission/Service Charges:

- (a) The rate of commission/service charges for the Department shall be fixed after mutual understanding between the Organization/Client and the Department.
- (b) The Organization/Client shall bear the GST on the commission/service charges of the Department.
- (c) The commission/service charges shall be subject to periodic review as specified in the agreement.

(8) GST/Service Charges/Other Applicable Taxes:

- (a) The Organization/Client shall be responsible for remitting the applicable GST and other taxes on the Citizen-Centric Services delivered through the Department of Posts or on the sale of products/items to the relevant GST authorities.
- (b) The Department shall remit the applicable GST and other taxes on the commission/service charges collected from the Organization/Client to the relevant GST authorities.

(9) Payment Settlement:

- (a) **Payment to the Department (In case of delivery of Services):**


- i. The frequency of payments (e.g., weekly, bi-monthly, monthly) shall be specified in the agreement between the Department and the respective Organization/Client.
- ii. In case of delayed payment, the Organization/Client shall be liable to pay a penalty of 12% per annum on the outstanding amount.

(b) Payment to the Organization/Client (In case of Products/Items):

- i. No advance payment shall be made by the Department of Posts.
- ii. The designated/authorized Nodal Office will transfer the net amount to each Organization/Client after deducting applicable commission/service charges, GST, and other taxes, as agreed upon in the contract.
- iii. Payments will be made via Account Payee Crossed Cheque or NEFT, accompanied by a statement detailing the total amount collected, less deductions.
- iv. The frequency of payments (daily, weekly, monthly, etc.) will be determined as per the agreement with the respective biller.
- v. The Organization/Client is responsible for arranging the collection of cheques from the designated Nodal Post Office,

Note: - In respect of all products and services of BD Directorate, wherever GST is payable by Department of Posts, all field units must ensure compliance with the provisions of the Goods and Services Tax (GST) Act, 2017, as amended from time to time.

This issues with the approval of Director General Postal Services.


(Manisha Bansal Badal)
General Manager (BD)

To,

All Heads of Circles/Regions

Copy to: -

1. Sr. PPS to Secretary (Posts)
2. Sr. PPS to Director General
3. Sr. PPS/PPS/PS to the Members of Postal Services Board
4. Addl. Director General, APS, New Delhi
5. CGM, BD/Parcel Directorate/ CGM CEPT
6. Sr. DDG (Vigilance) & CVO/ Sr. DDG (PAF)
7. DDG (PO) for information and further necessary action please.
8. Director, RAKNPA/ GM, CEPT/ Directors of all PTCs
9. All PAOs

ORDER FORM FOR DIRECT POST

Order no. _____

Date _____

PART I						
To be filled by the Customer						
1. Name and address of the customer						
2. Phone No./Fax						
3. email address						
4. Description of Order	Area (s) in which to be delivered	Quantity	Weight per article	Description of articles (attach samples if any)	Period in which to be delivered	Any other delivery instructions
5. Activities required, in addition to delivery of Direct Post	Printing Pasting	Pick-up	Insertion	Folding	(Other –specify)	
	Signed by Customer/his representative Date _____					
PART II						
To be filled by the Direct Post Centre (DPC)						
<u>Charges for</u>	<u>Quantity</u>	<u>Rate</u>	<u>Amount</u>			
Delivery						
Printing						
Pick up						
Folding						
Insertion						
Pasting						
Other						
Total						
Amount payable with order Rs..... (100 % advance)						
						Signature of Manager DPC Date _____

PART III

To be filled by the Customer

Cheque/Demand Draft No. _____ dated _____ for Rs. _____ issued from _____

payable to DG Posts is hereby attached.

Or

ACG-67 receipt No. _____ dated _____ for Rs. _____ issued by _____ Post Office is hereby attached.

SIGNED BY CUSTOMER/HIS REPRESENTATIVE

Dated _____

Department of Posts
Form for e-Post Corporate Service

1	Name of Company / Department / PSU / SME / Govt. Organization	
2	Complete Address with Pin Code and contact no.	
3	Billing / Correspondence Address (If different from above)	
4	E-mail address	
5	Bill Payment Post Office with Pin Code	
6	Details of Bank Guarantee (Bank Guarantee effective date, Expiry date and period)/ Advance Payment (Amount paid and mode whether Cash, Cheque or Bank Draft)	

We hereby declare that information given above is true to best of our knowledge and we will abide by the prevailing Indian Post Office Act 2023 / rules framed there under & Tariffs as amended from time to time. we undertake the to settle our dues on or before the last business day of the following month, failing which we undertake to pay the penalty @ 12 % per annum on outstanding subject to a minimum of Rs 100/-. We understand that in case of nonpayment ***Department of Posts has right to forfeit the Bank Guarantee submitted by us or to recover the amount due under the provisions of section 12 of the Indian Post Office act 1898 whichever is applicable and to stop the service without prior notice.*** In the event of any dispute concerning the ePOST Corporate service between us and Department of Posts, the matter will be referred to the sole arbitrator, appointed by Law Secretary, Department of Legal affairs.

Ministry of Law & Justice, Government of India and shall be governed by the provisions of the Arbitration and Conciliation Act, 1996 and amended time to time.

Date:	Signature:
Place:	Name and Designation:
	On behalf of:
	(Name of Company / Department / PSU / SME / Govt. Organization as mentioned at Sl no 1 above)

Accepted on _____ (date)

Signature of the officer

Name and Designation

PROFORMA OF UNDERTAKING TO BE PROVIDED BY GOVERNMENT
ORGANIZATION/ NATIONALIZED/ SCHEDULED BANKS/ PUBLIC SECTOR UNITS

UNDERTAKING

I....., designation On behalf of
..... (Name and address of the organization) hereby
undertake to ensure payment of the monthly bill to be raised by the Department of Posts for the
ePost to be booked by (Name of organization) under credit
facility (BNPL Scheme) to the Department of Posts by the due date indicated in the bill.

Signature

Name.....

(Designated Stamp of the Officer)

Certificate that designation
..... is competent to issue undertaking on behalf of
..... (name of the organization)

Signature & Seal of the competent authority of the Organization

e-Payment

Biller Name					
Biller ID	(Will be generated by the System)				
Biller Address					
Biller E-mail					
Biller Description					
Payment Mode					
Biller Category					
Date creation					
Transaction Date (by default)	Date Format (dd/mm/yyyy)	Type	Width	Key fld	Print
	Post office Name (By default)	Alpha Numeric			
	Field 1				
	Field 2				
	Field 3				
	Pin Code (By default)	Numeric			
	Receipt Number (By default)	Numeric			
Amount Fields (Max. 5 permitted) Two can be printed on receipt	Name	Decimal			
	Amount	Yes			
Service Charges	(Based on agreement reached between DOP & Biller)				
Payment Office	Post office where Biller wishes to take payment with PIN Code				
Biller User Name					
Biller Password	Default will be provided (To be changed by biller)				

*PO name, PIN Code, Biller Name, Receipt No. and Transaction date & time are default fields and will be printed on the receipt.

Dated

.....

Signature

Name

Designation.....

Stamp.....

Application for entering into an Agreement with Department of Posts for "Magazine Post"

To,
The Designated Authority

Sir/Madam,

I would like to register as contractual customers for Magazine Post service of Department of Posts: -

Name of Service	Magazine Post
Number of booking locations and name of nodal office for centralized billing and payment	
Mode of Payment	<input type="checkbox"/> Credit under BNPL scheme <input type="checkbox"/> Advance deposit
Name of firm	
RNI number*	
PAN/TIN/CIN/Aadhaar Card *	
Registered Office *	
Address where magazines are published	
Address of correspondence	
Contact detail	Name: - Complete address with PIN Code Ph. No. Mobile No. Email id
Approximate number of Magazines to be booked in each month and the amount of postage as per the published rates of Magazine Post	
Any other facility viz. pre-mailing etc. required (Please specify) #	
Date	Place
Authorised Signatory	

- Please provide supporting documents
- # Subject to provision for same.\

Note:- The KYC documents may be collected from customers requiring bulk booking facility for Magazine Post.

For Office Use

- (a) The application is hereby approved for entering into an agreement for providing Credit/Advance facility/payment at the time of booking (Please tick appropriate option)
- (b) The application is hereby rejected due to following reasons (Strike-off if not applicable)

- (i)
- (ii)

Signature of Approving Authority

Format of Agreement for Non-BNPL Customer

An agreement made this ____ day of _____ between the Department of Posts on behalf of the President of India (hereinafter called the 'Department' on the one part) and _____ having its Head Office at _____ residing at _____ (hereinafter called 'the sender' which expression shall unless excluded by or repugnant to the context be deemed to include his successor, representatives and permitted assigns) on the other part.

Whereas the Department has agreed with the sender to book, transmit and deliver such magazines, presented by the sender as Magazine Post under Advance deposit/making payment at the time of booking as per the terms & conditions hereinafter contained.

1. It is hereby mutually agreed and declared by and between the parties hereto as follows:
2. This agreement shall come in force as from the _____ day of _____ and shall continue in force for a period of _____ years.
3. The sender shall prepare, pack and make up the Magazine Post as prescribed by the Department. The contents, shape and size of the articles shall be according to the provisions and conditions provided for and as notified by the Department from time to time.
4. The sender shall fill up correctly such documents / records, which may be prescribed by the Department to enable it to book, convey and deliver the articles expeditiously.
5. The expected monthly postage on booking of Magazine Post comes to Rs. _____.

6. The arrangements covered by this contract shall be liable to be terminated by either party without assigning any reasons thereof at any time giving one month's notice in writing to the other party.
7. The Department shall raise the Magazine Post charges statement (For advance account customer) by 7th of every month in respect of all Magazines booked by the sender or his authorized agents in the preceding month showing the balance available in his account and amount utilized.
8. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, facility of bulk booking will be withdrawn
9. Sender shall abide by all rules and orders etc. brought out by the Department from time to time on the subject.
10. Department will not be held responsible for the quality/content of the product being sent by the contractor of his authorized agent.
11. In case of any legal implications, the same should be dealt only in the jurisdiction of office where the agreement is signed.
12. The Sender shall post its articles at _____ Office (s).

Witness:

1.

2.

1. Signed by _____ for and on behalf of the President of India.	2. Signed by _____ for and on behalf of the _____
--	--

Annexure 'G'

S.no	Name of Circle	Name of Identified PSO/L-1 unregistered office	Name of attached Circles
1	Andhra Pradesh	Vijayawada PSO	Telangana
2.	Assam	Guwahati	North East
3.	Bihar	Patna L-1 unregistered Office Under RMS, PT Dn.	Uttar Pradesh
4.	Chhattisgarh	Raipur L-1 unregistered office	Madhya Pradesh
5.	Delhi	Delhi PSO	Haryana, Punjab, Jammu & Kashmir, Himachal Pradesh, Uttrakhand
6.	Gujarat	Ahmedabad PSO	Rajasthan
7.	Himachal Pradesh	Shimla PSO/L-1 unregistered Office	Haryana, Punjab, Jammu & Kashmir, Delhi, Uttrakhand
8.	Haryana	Ambala RMS PSO/L-1 unregistered Office	Delhi, Punjab, Jammu & Kashmir, Himachal Pradesh, Uttrakhand
9.	J & K	Srinagar GPO PSO/L-1 unregistered Office	Haryana, Punjab, Delhi, Himachal Pradesh, Uttrakhand
10.	Jharkhand	Ranchi RMS L-1 unregistered Office	West Bengal, Odisha, Sikkim, A & N Island
11.	Kerala	Kochi PSO	Karnataka
12.	Karnataka	Bangalore PSO	Kerala
13.	Madhya Pradesh	Bhopal RMS	Chhattisgarh
14.	Maharashtra	Mumbai PSO	-
15.	North East	Nil	
16.	Odisha	Bhubaneswar L-1 unregistered Office	West Bengal, Jharkhand, Sikkim, A & N Island
17.	Punjab	Ludhiana L-1 unregistered Office, Ludhiana RMS	Delhi, Haryana, Jammu & Kashmir, Himachal Pradesh, Uttrakhand
18.	Rajasthan	Gandhi Nagar PSO	Ahmedabad
19.	Telangana	Patrika Channel Secunderabad	Andhra Pradesh
20.	Tamilnadu	Chennai PSO	-
21.	Uttar Pradesh	Lucknow RMS	Bihar
22.	Uttrakhand	Dehradun L-2 Unregistered Office	Delhi, Haryana, Jammu & Kashmir, Himachal Pradesh, Punjab

Format of Agreement for BNPL customers

An agreement made this _____ day of _____ between the Department of Posts on behalf of the President of India (hereinafter called the 'Department' on the one part) and _____ having its Head Office at _____ residing at _____ (hereinafter called 'the sender' which expression shall unless excluded by or repugnant to the context be deemed to include his successor, representatives and permitted assigns) on the other part.

Whereas the Department has agreed with the sender to book, transmit and deliver such magazines, presented by the sender as Magazine Post under credit as per the terms & conditions hereinafter contained.

It is hereby mutually agreed and declared by and between the parties hereto as follows:

1. This agreement shall come in force as from the _____ day of _____ and shall continue in force for a period of _____ years.
2. The sender shall prepare, pack and make up the Magazine Post as prescribed by the Department. The contents, shape and size of the articles shall be according to the provisions and conditions provided for and as notified by the Department from time to time.
3. The sender shall fill up correctly such documents / records, which may be prescribed by the Department to enable it to book, convey and deliver the articles expeditiously.
4. The expected monthly postage on booking of Magazine Post comes to Rs. _____.

5. Security deposit in form of _____ for Rs, _____ (in figures) _____ (in words), which is equal to anticipated of two billing period Magazine Post charges has been furnished by the sender and is enclosed.
6. In case of revision of Magazine Post charges etc. the Department shall hold the right to revise the amount of security deposit to be furnished. In case of any such revision, the sender shall furnish the security deposit of the additional amount within a period of 30 days of intimation by the Department.
7. The arrangements covered by this contract shall be liable to be terminated by either party without assigning any reasons thereof at any time giving one month's notice in writing to the other party.
8. The Department shall raise the Magazine Post charges bill by 7th of every month in respect of all Magazines booked by the sender or his authorized agents in the preceding month. The sender shall pay the bill amount in full on or before last day of the month in which bill is raised or due date fixed in case of fortnightly billing.
9. In case the Publisher/Authorized agent fails to make the payment by the due date, penalty at the rate of 10% per annum on the amount of the bill shall be imposed by the Department upon the defaulting customer for the whole month or part thereof. The penalty will be imposed from the Bill date.
10. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, credit facility will be withdrawn
11. No booking of magazines will be allowed from the defaulting customer after one month from the due date of the payment of bill till all the pending bills alongwith the penalty due are paid in full to the Department. In case of non-payment of bill even after 2 months from the bill date, action will be taken by the designated authority to forfeit the amount of security deposit.

12. Any payment due to the firm from the Department will not be adjusted against the bill.
13. Sender shall abide by all rules and orders etc. brought out by the Department from time to time on the subject.
14. Department will not be held responsible for the quality/content of the product being sent by the publisher/authorised agent.
15. In case of any legal implications, the same should be dealt only in the jurisdiction of office where the agreement is signed.
16. The Sender shall post its magazines at _____ Office (s).

Witness:

1.

2.

1. Signed by _____ for and on behalf of the President of India.	2. Signed by _____ for and on behalf of the _____
--	--